



FY 2010 Missouri WIC Customer Satisfaction Survey: Summary Report

November 2010



WIC and Nutrition Services
Section for Chronic Disease Prevention and Nutrition Services
Division of Community and Public Health
Department of Health & Senior Services

Preface

This document summarizes the key findings from the FY 2010 WIC Customer Satisfaction Survey. Results are given for English Language Survey participants and Non-English Language Survey participants.

Missouri Department of Health and Senior Services

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A heartfelt thank you to the WIC participants who took the time to complete the survey. Their feedback will allow the WIC program to improve services for Missouri mothers, caregivers, and their children.

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Executive Summary

The Missouri WIC program provides health screening and risk assessment, nutrition education and counseling, breastfeeding promotion and support, referrals to health, welfare, and social service programs, and checks for supplemental foods. These services are provided through local WIC providers to pregnant women, postpartum women, infants, and children up to five years of age who are at nutritional risk, based on medical and income eligibility.

In the last ten years, the Missouri WIC program has seen a significant increase of WIC participants whose primary language is not English. It has been realized that effective communication between health care providers and program participants is vital during the entire process of service in order to achieve the program goals. In an effort to estimate the impact of language background on customer satisfaction and meet the needs of different cultural groups, the Missouri WIC program conducted a survey in FY 2006 and repeated it in FY 2008 in order to verify the results. Missouri WIC again repeated the survey in FY 2010 to compare the results with the previous years.

The survey results for all three years verified that the WIC participants' language background has an impact on the effectiveness of the WIC program. As communication occurs throughout the process of service administration (application, health and nutrition assessment, nutritional education and counseling, etc.), the mutual understanding of the participants and the nutritionists is critical. The survey findings reveal that the language barrier caused some WIC participants to feel that certain program processes were "difficult" or "somewhat difficult".

In the FY 2006, FY 2008 and FY 2010 surveys, the majority of ELS (English Language Survey) participants and NELS (Non-English Language Survey) participants described the application process, the health assessment process, and the nutrition assessment process as "easy". However, the percentages of NELS participants who found these processes "easy" were much lower than those of the ELS participants in each of the three years. In FY 2008 and FY 2010, the percentage of NELS participants who perceived the WIC food list with pictures as "easy to understand" was lower than that of the ELS participants. Additionally, the percentage of NELS participants who "always" understand the words used by WIC staff was lower than that of the ELS participants. In all three survey years, the majority of ELS and NELS participants described the services they received from the WIC program as "excellent". From FY 2008 to 2010, the percentages of ELS and NELS participants who rated the WIC services as "excellent" increased from 95.0% to 98.7% and 91.0% to 98.4%, respectively, becoming nearly equal and approaching 100%.

Overall, both ELS and NELS participants in FY 2006, 2008 and 2010 were very satisfied with most aspects of the WIC program. Table 1 summarizes the evaluation from the survey participants on some of the aspects of the WIC program in FY 2010. Improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as "somewhat difficult" or "difficult" as indicated in the "comments" column.

One or more language groups of NELS participants chose less positive responses for the following areas: the application process, health assessment process, nutrition assessment process,

nutrition education, access to the internet, WIC staff use words that are understood, cashiers at the WIC store or pharmacy are helpful, and store has desired WIC foods. The areas specifically identified as needing additional attention and effort include: WIC vendors, communication between WIC staff and non-native English speaking participants, and nutrition education.

Table 1. FY 2010 WIC Customer Satisfaction Survey: Summary Results by English Language Surveys (ELS) and Non-English Language Surveys (NELS).

Topic	Response	ELS	NELS	Comments
Application & Education Processes				
Application process	Easy	93.7%	80.0%	> 20% of the participants who completed Bosnian, Somali, and Vietnamese surveys said that the application process was "somewhat difficult" or "difficult".
Health assessment process	Easy	92.0%	81.0%	> 20% of the participants who completed Bosnian, Somali, and Vietnamese surveys said that the health assessment process was "somewhat difficult" or "difficult".
Nutrition assessment process	Easy	90.3%	80.2%	> 20% of the participants who completed Arabic, Bosnian, Somali, and Vietnamese surveys said that the nutrition assessment process was "somewhat difficult" or "difficult".
Nutrition education	Helpful	87.4%	90.9%	> 20% of the participants who completed Somali surveys said that the nutrition education was "somewhat helpful" or "not helpful".
Nutrition education method	Talk to a nutritionist at the WIC clinic	35.6%	43.3%	None.
Access to the internet	Home, school/work, public library	82.5%	40.2%	> 20% of the participants who completed Bosnian, Russian, Somali, Spanish, and Vietnamese surveys said that they did not have access to the Internet.
Pictorial WIC food list	Easy to understand	93.5%	89.1%	None.
WIC Staff and Vendors				
WIC staff use words I understand	Always	94.0%	79.0%	> 20% of the participants who completed Arabic, Bosnian, Somali, and Vietnamese surveys said that they "sometimes" or "never" understand the words used by WIC staff.
WIC staff are helpful	Always	95.9%	94.7%	None.
Cashiers at WIC store or pharmacy are helpful	Always	69.8%	70.8%	Low compared to other results. > 20% of the participants who completed Arabic, Bosnian, English, Somali, Spanish, and Vietnamese surveys said the cashiers at the WIC store or pharmacy are helpful "sometimes" or "never".
Store has desired WIC foods	Always	53.8%	66.8%	Low compared to other results. > 20% of the participants who completed Arabic, Bosnian, English, Russian, Somali, Spanish, and Vietnamese surveys said the WIC store they shop at has the WIC foods they want "sometimes" or "never".

WIC Checks				
Use all WIC checks	Always	78.0%	95.4%	> 20% of the participants who completed English surveys said they use all the WIC checks they are given “sometimes” or “never”.
Why not use all WIC checks (from participants who said they did not use all the WIC checks)	Check expires before I can use it	38.3%	37.1%	None.
	Forget to use the last check	24.2%	17.8%	None.
	Getting to the store is a problem	12.9%	25.8%	None.
Favorite Things and Hard Requirements				
Three most favorite things about WIC	Both ELS and NELS participants: 1) Information on healthy eating and lifestyle, 2) checks for healthy foods, and 3) checks for infant formula.			
Three hardest requirements from WIC	ELS participants: 1) bringing in children, 2) keeping appointments, and 3) attending nutrition education sessions. NELS participants: 1) keeping appointments, 2) completing forms, and 3) bringing in children.			
Overall Satisfaction				
WIC services	Excellent or good	98.7%	98.4%	None.

Introduction

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is federally funded and administered by the United States Department of Agriculture (USDA). The Missouri WIC Program is administered by the Missouri Department of Health and Senior Services (MDHSS), Division of Community and Public Health, Section for Chronic Disease Prevention and Nutrition Services. The Missouri WIC program provides health screening and risk assessment, nutrition education and counseling, breastfeeding promotion and support, referrals to health, welfare, and social service programs, and checks for supplemental foods. These services are offered through local WIC providers and are free to pregnant women, postpartum women, infants, and children up to five years of age who are at nutritional risk, based on medical and income eligibility. In 2008, Missouri WIC served a total of 42,602 women and 152,662 infants and children less than five years of age (MDHSS¹, 2010; MDHSS², 2010).

In an effort to understand and meet the needs of the various cultural groups, the Missouri WIC program launched a Cultural Competency Project in January 2006. One of the activities of this project was to conduct a survey reaching as many different WIC participants of various cultures and languages as possible. Missouri WIC repeated this survey in FY 2008 and again in FY 2010 in order to verify the survey results and compare the results between the three years. Missouri WIC believes that understanding and carefully considering culture is an integral part of providing health services because culture affects "...how health care information is received, how rights and protections are exercised, what is considered to be a health problem, how symptoms and concerns about the problem are expressed, who should provide treatment for the problem, and what type of treatment should be given" (U.S. Department of Health and Human Services, Office of Minority Health, 2001).

Purpose

The purposes of the survey are: a) to determine how Missouri WIC can improve service for non-native English speaking participants; b) to determine how service needs differ between English and non-native English speaking participants; and c) to determine how service needs differ among specific groups of non-native English speaking participants.

Limitations

The state office was very thorough with translations; however, some of the participants spoke different dialects than presented in the translated surveys. Specific languages mentioned were Arabic and Russian. Local agencies reported that the survey was time consuming to complete, even more so for those participants who were illiterate and completed the survey with the help of interpreters. Two months were allotted for data collection; however, many agencies thought they could have collected more "other languages" surveys if given more time, preferably six months.

Two local WIC providers, Samuel Rodgers Health Center and Pettis County Health Center, were granted permission to allow participants who spoke other languages or their interpreter, the option to complete the survey in English or their own native language. Their native language,

e.g. Russian, was written on the top right corner of the English survey. As a result, these two local WIC providers collected more “other languages” surveys.

Participants are certified every six months. The time period of two months was chosen to coincide with the distribution of checks every other month. Due to time constraints, a longer data collection period was not feasible.

Methods

Sample Size

To increase the validity of the survey, it had to be ensured that there was a representative sample of the various non-native English speaking WIC participants as well as a representative sample of English speaking participants. In order to obtain these representative samples, a language summary report was obtained from the Missouri WIC Information Network System (MOWINS), which collects the language spoken by participant (MDHSS, 2009). The data was collected for the participant or guardian at the time of certification and entered into MOWINS by WIC staff.

While a random sample methodology was applied to identify the number of non-native English speaking participants needed to be surveyed at each local WIC provider (LWP) office, only those agencies were surveyed (convenience sample) that had at least the required number of non-native English speaking participants at the time of the survey. Only local WIC providers with at least a given number of non-native English speaking participants were included in this survey. Using the language summary report, 21 local WIC providers were selected to participate in the FY 2010 WIC Customer Satisfaction Survey based on the number of participants who spoke various languages. The total sample size needed was estimated to be 1,800 surveys. Based on the estimates of the local providers, participants who spoke the following languages were invited to participate in the survey: Arabic, Bosnian, English, Russian, Somali, Spanish, and Vietnamese.

Survey Instrument

The FY 2006 survey instrument was developed by a consultant at the Sinclair School of Nursing, University of Missouri-Columbia and the Cultural Competency Team. The Cultural Competency Team revised the content and format to include education questions for the FY 2008 survey. The FY 2008 survey was then translated into the necessary languages to be used for the FY 2010 WIC Customer Satisfaction Survey, in which both English and non-English survey instruments consisted of 21 closed-ended questions (see Appendix 1 to view the survey instrument by English language).

Data Collection

Survey packets were mailed to each of the 21 participating local WIC providers in February 2010. The packets included the following: cover letter, survey instructions, tally sheet that indicated the number of surveys per language to be collected, and hard copies of the survey in English and other languages based on the MOWINS language data report. The number and language of surveys sent to the local WIC providers varied according to their individual sample

size determined by the estimates (see Appendix 2 for distribution of surveys by language and local WIC provider).

In order to maintain consistency, local WIC providers were asked to adhere to the general instructions. Interpreters were to be used as needed. WIC personnel were instructed to invite mothers or caregivers of WIC children or infants who spoke the languages listed on the Inventory and Tally Sheets. Participants who completed the survey in March 2010 must have been enrolled in WIC prior to September 1, 2009; and those who completed the survey in April 2010 must have been enrolled in WIC prior to October 1, 2009. Participants were invited to join the study based on their native language; however, a participant was allowed to complete an English survey if she preferred. Surveys were anonymous. The survey was a voluntary, self-administered questionnaire distributed to a convenience sample of WIC participants who spoke specific languages. Some illiterate participants completed the surveys with the help of an interpreter. Each local WIC provider mailed their completed surveys to the state office in an addressed pre-paid envelop by May 7, 2010.

Data Entry and Analysis

Data entry was conducted by WIC and Nutrition Services. Data was entered into a Microsoft Access database which was later imported into a SAS[®] 9.2 for Windows file and SAS[®] Enterprise Guide. Frequencies were run for each response to each survey question by individual language (see Appendix 4 for tabular results and Appendix 5 for charts). Chi square tests were conducted to determine statistical significance between English Language Surveys and Non-English Language Surveys on each response to each survey question (see Appendix 3 for results).

Results

The local provider response rate was 100% (21) and survey response rate was 79.1% (1,423). Please refer to Table 2 below for the distribution of completed surveys by language. As shown in Appendix 2, all 21 local WIC providers collected English surveys, and all but one collected Spanish surveys, signifying a considerable Spanish speaking population. The Arabic, Bosnian, Somali, and Vietnamese survey participants were predominately from Kansas City and St. Louis City, the major urban centers of Missouri. Appendix 2 contains a complete list of participating local WIC providers, their district, and the number of specific language surveys distributed. As discussed in the next section, the vast majority of people who completed an English Language Survey spoke English as their first language, and the vast majority of people who completed a Non-English Language Survey were not native English speakers. Thus, throughout the remainder of the report, those who completed an English survey will be referred to as “English Language Survey” (ELS) participants, and those who completed a survey in another language will be referred to as “Non-English Language Survey” (NELS) participants.

Table 2. Distribution of Completed Surveys by Language.

Language	Distributed Surveys	Completed Surveys	Response Rate
English	630	592	94.0%
Spanish	700	532	76.0%
Somali	145	94	64.8%
Vietnamese	85	66	77.6%
Russian	65	52	80.0%
Arabic	85	47	55.2%
Bosnian	90	29	32.2%
Blank	--	11	--
Total	1,800	1,423	79.1%

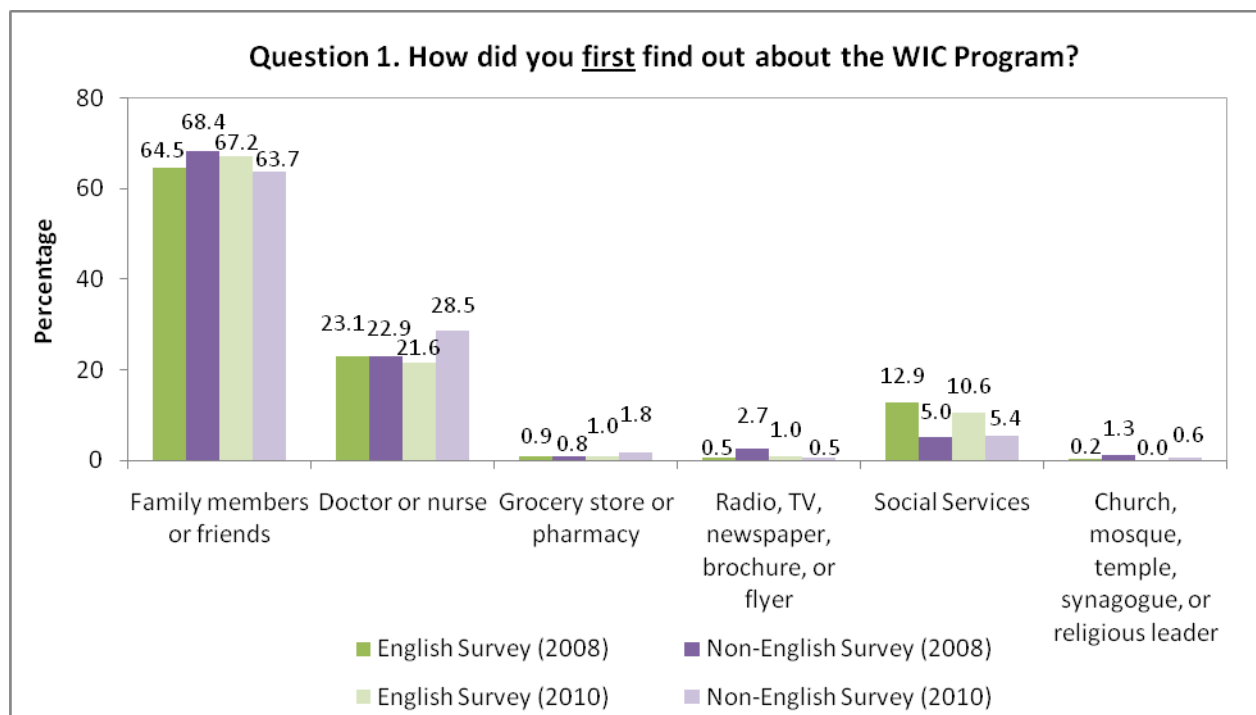
Findings and Discussion

Results from the analysis of the English Language Surveys (ELS) and Non-English Language Surveys (NELS) are discussed in this section. Tabular data for the graphs presented in this section are listed in Appendix 3. Topics were determined to be an “area for improvement” if more than 20% of participants chose the less positive responses, such as “somewhat helpful” or “not helpful”. Data was also analyzed by individual language surveys. Tabular data by individual languages are listed in Appendix 4. Charts with information about individual language results are available in Appendix 5.

In this section, the difference between the ELS and NELS on each response and its statistical significance is discussed. When the difference between the ELS and NELS is significant, it simply means that it can be said with 95% confidence that this difference did not happen by chance, and the way the ELS and NELS participants answered is (statistically significantly) different from one another. This is important because a difference between the groups’ response could be related to a difference between the groups. If the difference is not statistically significant, it means that it cannot be said with confidence that the difference did not happen by chance.

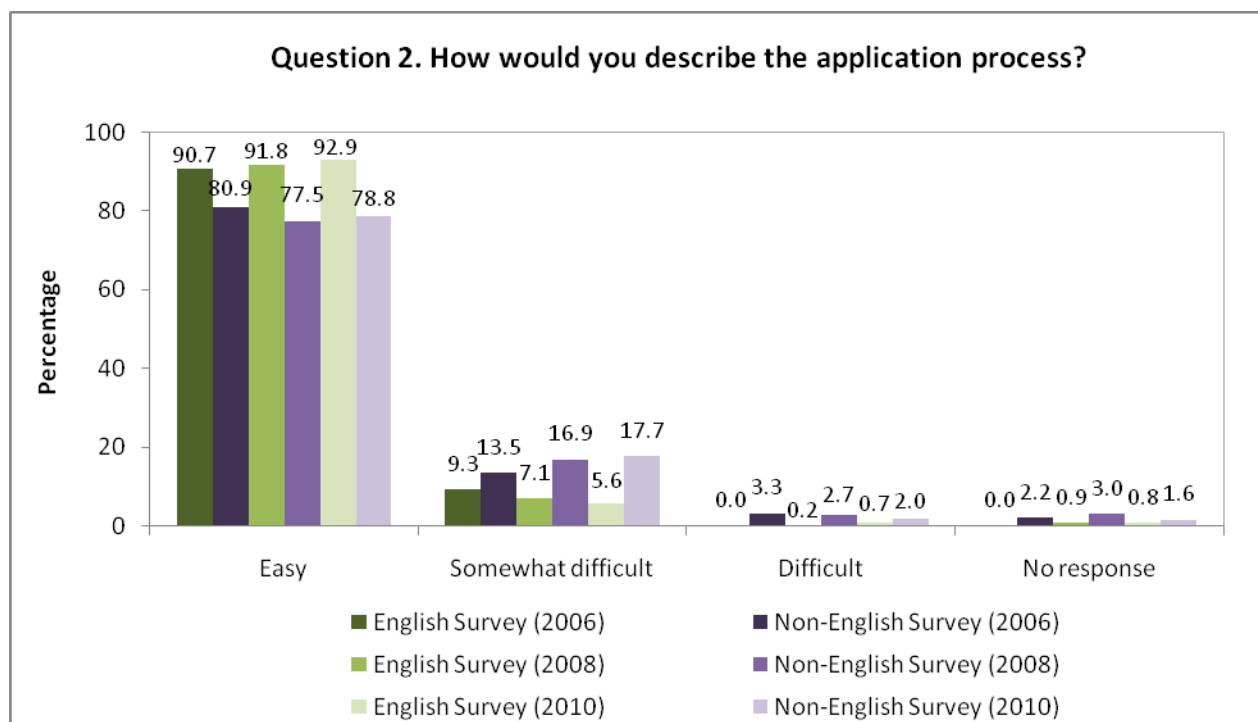
Question 1: How did you first find out about the WIC program?

In the FY 2010 survey, family members or friends were the major source for finding out about WIC for both ELS (67.2%) and NELS (63.7%) groups. A higher percentage of NELS participants (28.5%) became aware of the WIC program through a doctor or nurse than that of the ELS participants (21.6%). A larger percentage of ELS participants (10.6%) first received information about WIC from social services (Medicaid, Food Stamps, TANF, social security, food pantry) than that of NELS participants (5.4%), although the difference between the two groups decreased by 2.7% from FY 2008 to FY 2010. The difference between NELS and ELS participants was significant for the two categories doctor or nurse ($p = 0.0033$) and social services ($p = 0.0002$) (see Appendix 3).



Question 2: How would you describe the application process?

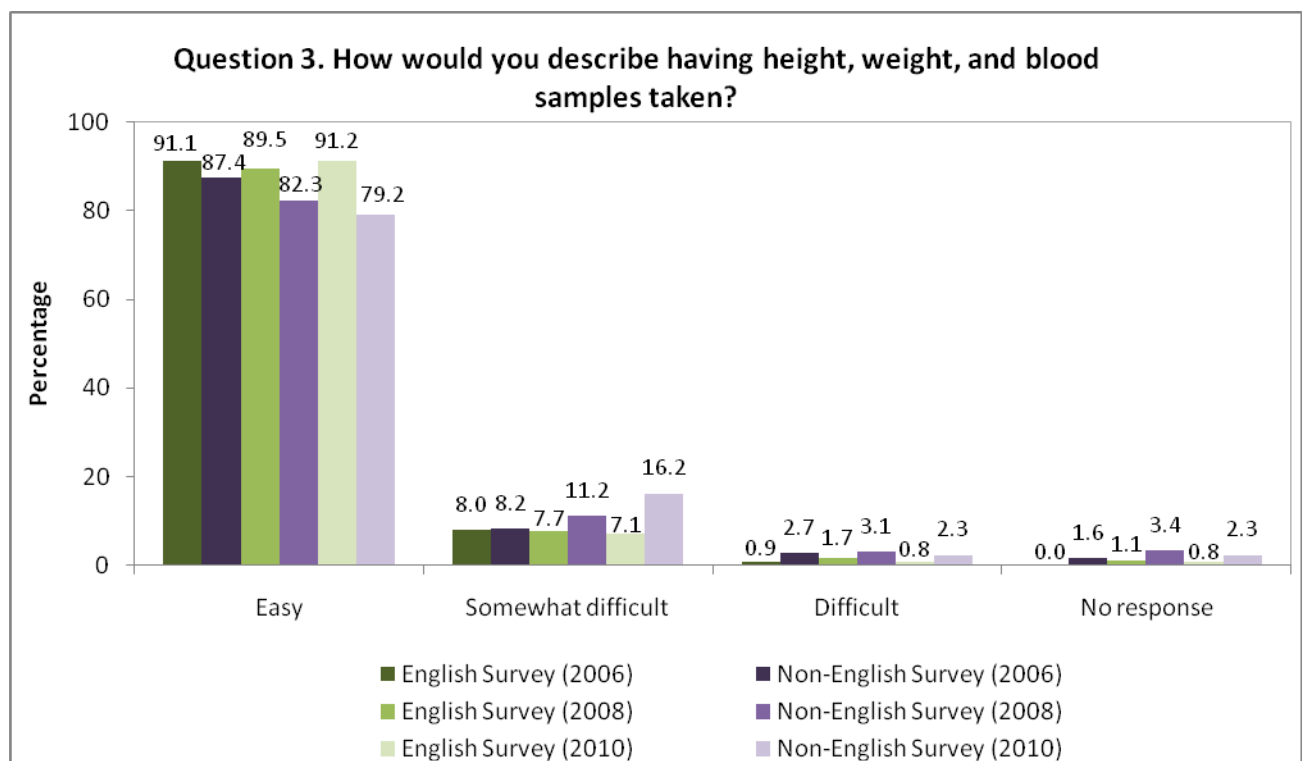
In the FY 2006, FY 2008, and FY 2010 surveys, the majority of the ELS and NELS participants described the application process as “easy”. However, each year the percentage of NELS participants who found this process “easy” was lower than that of the ELS participants. In FY 2010, out of the 592 ELS participants, 92.9% perceived the application procedure as “easy”; whereas, out of the 820 NELS participants, 78.8% perceived the process as “easy”. The difference between the two groups was statistically significant ($p < 0.0001$). There is a similar trend in the previous two years. Additionally, in all three years, the percentage of NELS participants who described the application process as “somewhat difficult” was increasingly greater than that of the ELS participants, with the percentage of NELS increasing from 13.5% in FY 2006 to 17.7% in FY 2010 and the percentage of ELS decreasing from 9.3% in FY 2006 to 5.6% in FY 2010. In all three years, a larger percentage of NELS participants than ELS participants perceived the process as “difficult”. In FY 2010, the difference between the ELS and NELS groups was also statistically significant for those who chose “somewhat difficult” ($p < 0.0001$) and “difficult” ($p = 0.0453$) (see Appendix 3).



When looking at FY 2010 NELS participants by language (see Appendices 4 and 5), the participants who completed Vietnamese (37.9%), Bosnian (31.0%), and Somali surveys (29.8%) were the top three language groups who perceived the application process as “somewhat difficult” or “difficult”. In FY 2008, the top three language groups that chose “somewhat difficult” or “difficult” were those who completed Somali (43.2%), Vietnamese (26.0%), and Arabic surveys (18.2%).

Question 3: How would you describe having height, weight and blood samples taken?

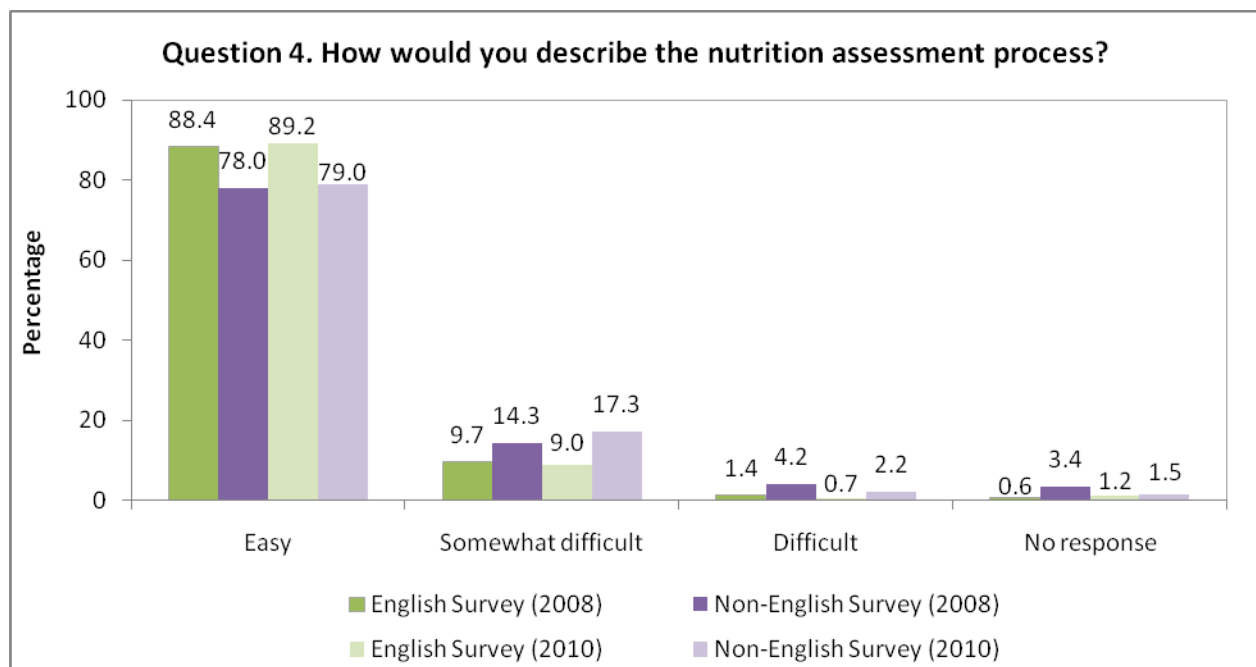
In all three years, most of the participants perceived the process of having height, weight, and blood samples taken as “easy”. In FY 2010, 91.2% of ELS participants and 79.2% of NELS participants found the process “easy”, and the difference between the two groups was statistically significant ($p < 0.0001$). There is a similar trend for the previous two years; however, the difference between the groups in FY 2006 was not statistically significant. For NELS participants, the percentage of those who described the process as “easy” decreased from 87.4% in FY 2006 to 79.2% in FY 2010. An increasing percentage of NELS participants found this process “somewhat difficult”, compared to ELS participants, nearly doubling from 8.2% in FY 2006 to 16.2% in FY 2010. In all three years, a greater percentage of NELS participants than ELS participants found the process “difficult”. The difference between the percentages of ELS and NELS participants who chose “somewhat difficult” ($p < 0.0001$) or “difficult” ($p = 0.0347$) was also statistically significant in FY 2010 (see Appendix 3).



The top three language groups who perceived the process as “somewhat difficult” or “difficult” in FY 2010 were those who completed Bosnian (41.4%), Somali (37.2%), and Vietnamese surveys (36.4 %) (see Appendices 4 and 5). In FY 2008, the top three language groups – Somali (34.1%) Bosnian (25.9%), and Vietnamese (22.2%) – were the same as in FY 2010, except a greater percentage of the Bosnian group selected the less positive choice while the percentages of the Somali and Vietnamese groups were smaller in FY 2010.

Question 4: How would you describe the nutrition assessment process?

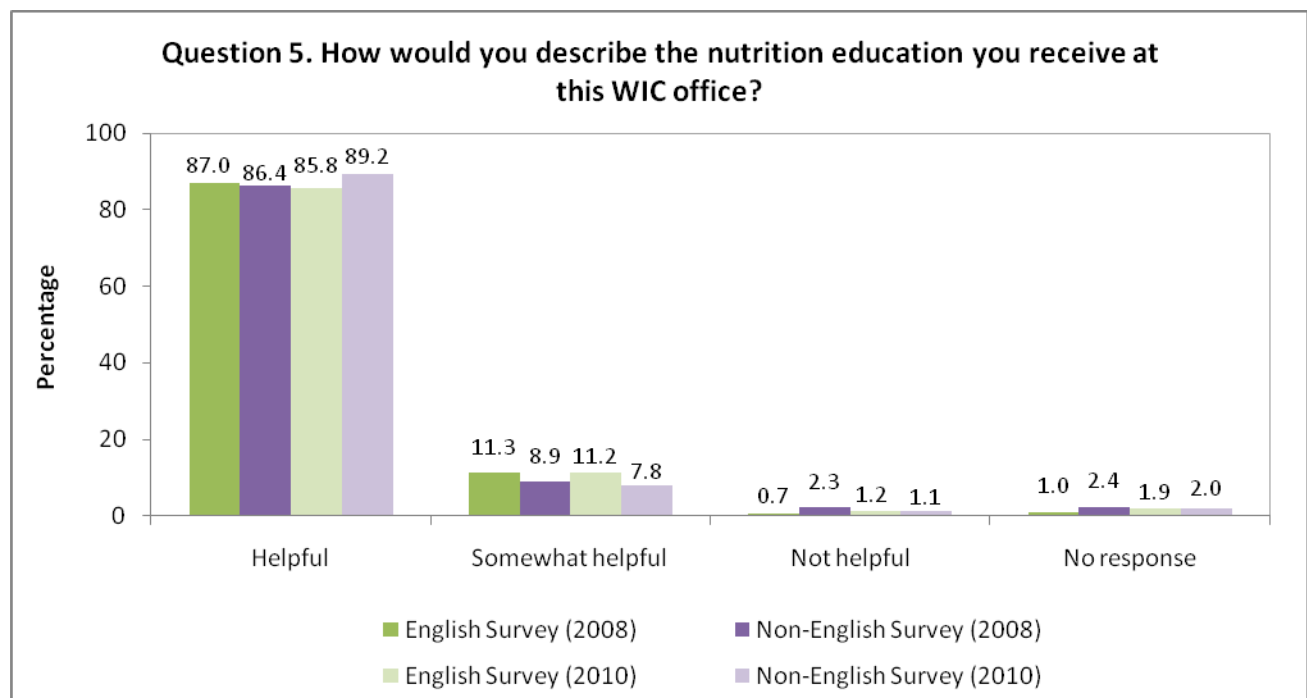
The nutrition assessment process mainly includes a participant providing information about her family's eating habits, meal patterns, foods the family eats, and physical activity. This process requires intensive conversation between a nutritionist and the participant. In FY 2010, 89.2% of ELS participants and 79.0% of NELS participants perceived the process as “easy”. The difference of 10.2% was statistically significant ($p < 0.0001$). An increasing percentage of NELS participants perceived the process as “somewhat difficult”, increasing from 14.3% in FY 2008 to 17.3% in FY 2010, compared to 9.7% and 9.0% for ELS participants, respectively. The difference of 8.3% between NELS and ELS participants who chose “somewhat difficult” was statistically significant ($p < 0.0001$). In both years, more NELS participants found the process “difficult” than ELS participants. In FY 2010, the difference of 1.5% between NELS and ELS participants who chose “difficult” was also statistically significant ($p = 0.0229$) (see Appendix 3).



In FY 2010, the top three language groups who perceived the process as “somewhat difficult” or “difficult” included those who completed Somali (39.3%), Bosnian (34.4%), and Vietnamese (28.7%) surveys (see Appendices 4 and 5). In FY 2008, these leading language groups who selected the less positive choice were those who completed Somali (43.2%), Vietnamese (20.4%), and Spanish (17.4%) surveys. Note that the percentage of those who chose the less positive response on the Vietnamese surveys increased from 20.4% in FY 2008 to 28.7% in FY 2010.

Question 5: How would you describe the nutrition education you receive at this WIC office?

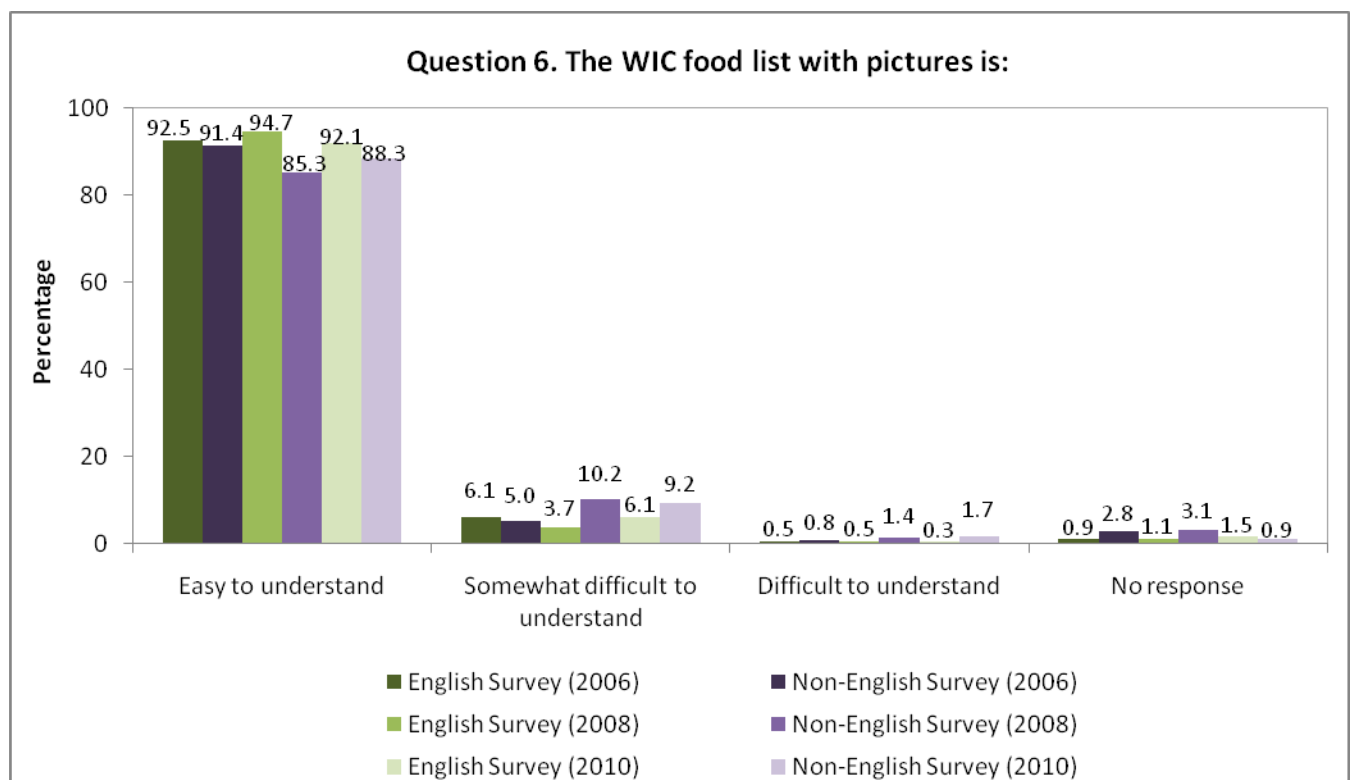
In FY 2010, 85.8% of ELS and 89.2% of NELS described the nutrition education they received at their WIC office as “helpful”; and the difference between the two groups was not statistically significant ($p = 0.0593$). A larger percentage of ELS participants (11.2%) than NELS participants (7.8%) perceived the nutrition education as “somewhat helpful”, and the difference of 3.4% was statistically significant ($p = 0.0320$). Only 1.2% of ELS and 1.1% of NELS participants found the nutrition education “not helpful”, and the difference between these two groups was not statistically significant (see Appendix 3).



In FY 2010, the top three language groups who perceived the process as “somewhat helpful” or “not helpful” included those who completed Somali (25.5%), Vietnamese (18.2%) and Bosnian (17.2%) surveys (see Appendices 4 and 5). In FY 2008, these top three groups were those who completed Somali (54.6%), Vietnamese (22.3%), and Arabic (18.2%) surveys. Note that the percentages of those who chose a less positive answer on a Somali and Vietnamese survey decreased from FY 2008 to 2010.

Question 6: The WIC food list with pictures is:

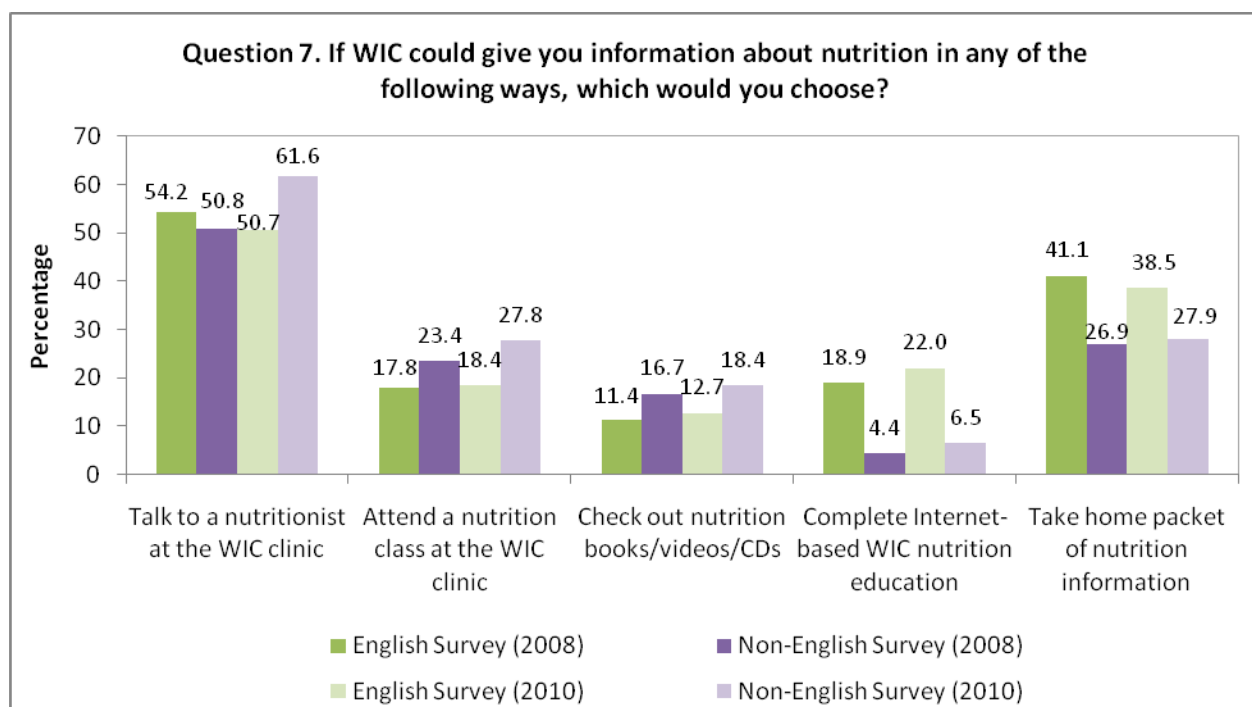
In FY 2010, 92.1% of ELS participants and 88.3% of NELS participants perceived the WIC food list with pictures as “easy to understand”. The difference of 3.8% between these two groups was statistically significant ($p = 0.0206$). There was a similar trend in FY 2006 and FY 2008. In FY 2010, a larger percentage of NELS participants (9.2%) than ELS participants (6.1%) found the WIC food list with pictures “somewhat difficult to understand”, and the difference of 3.1% between these groups was statistically significant ($p = 0.0347$). However, the difference between these groups decreased from FY 2008 to FY 2010, with the percentage of NELS participants selecting this choice decreasing and the percentage of ELS participants selecting this choice increasing. In FY 2010, the difference between ELS and NELS participants who perceived the WIC pictorial food list as “difficult to understand” was also statistically significant ($p = 0.0164$) (see Appendix 3).



The leading three language groups who perceived the WIC food list with pictures as “somewhat difficult to understand” or “difficult to understand” included those who completed Vietnamese (22.7%), Somali (18.1 %), and Bosnian (17.2%) surveys in FY 2010 (see Appendices 4 and 5). In FY 2008, these leading groups were those who completed Somali (36.4%), Vietnamese (18.5 %), and Spanish (9.7%) surveys. In FY 2006, the participants who completed Chinese surveys (18.2%), Arabic surveys (9.4%), and Spanish surveys (8.9%) were the leading groups who perceived the WIC food list with pictures as “somewhat difficult to understand” or “difficult to understand”.

Question 7: If WIC could give you information about nutrition in any of the following ways, which would you choose?

In FY 2010, approximately half of the ELS participants (50.7%) and nearly two-thirds of the NELS participants (61.6%) chose to talk to a nutritionist at the WIC clinic as the preferred method of obtaining nutrition information from WIC. The difference of 10.9% between these two groups was statistically significant ($p < 0.0001$). The second most popular method of obtaining nutrition information among both ELS (38.5%) and NELS (27.9%) participants was a take home packet, and the difference between these two groups was also statistically significant ($p < 0.0001$). Additionally, the difference between the ELS and NELS groups for the other methods of obtaining nutrition information – attending a nutrition class, checking out nutrition books/videos/CDs, and completing internet-based education – was also statistically significant. For those who completed Somali, Vietnamese, and Bosnian surveys, the second choice for obtaining nutrition information, after talking to a nutritionist, was to attend a nutrition class (42.6%, 33.3%, and 27.6%, respectively) (see Appendices 3, 4 and 5).

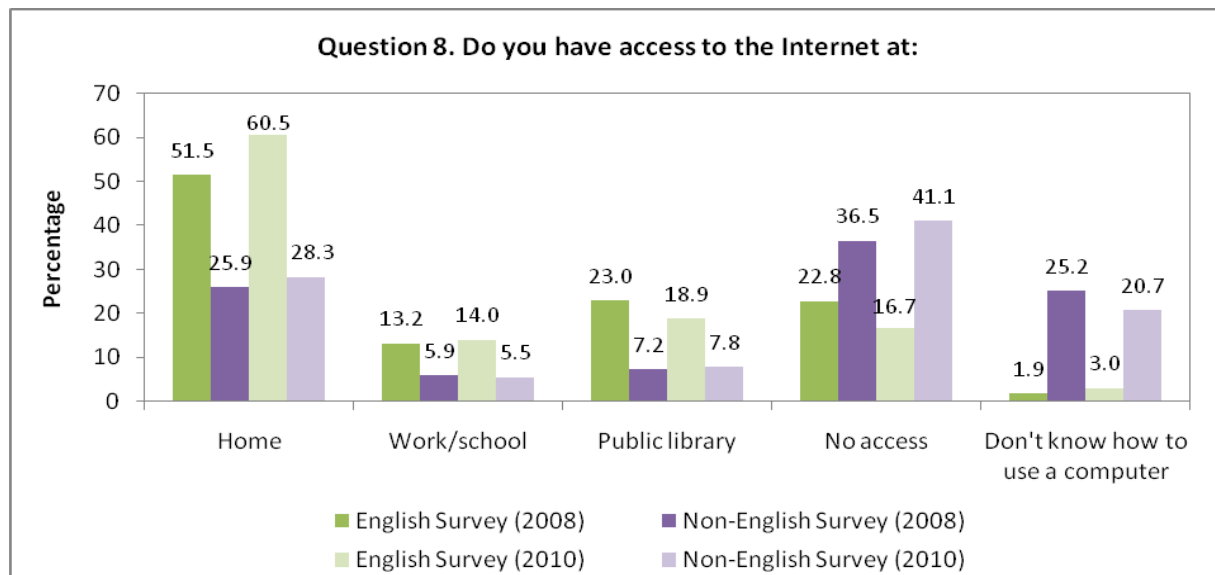


Question 8: Do you have access to the Internet?

In FY 2010, 60.5% of ELS participants said they had access to the Internet at home, and only 28.3% of NELS participants said they had Internet access at home. The difference of 32.2% was statistically significant ($p < 0.0001$). In addition, the percentage of ELS participants who had access to the Internet at work/school or a public library was also higher than that of the NELS participants, and the difference between the ELS and NELS participants for each of these categories was also statistically significant. NELS participants (20.7%) were nearly seven times more likely than ELS participants (3.0%) to not know how to use a computer, and the difference of 24.4% between these groups was statistically significant ($p < 0.0001$). Note that the percentage of NELS participants who said they didn't know how to use a computer has come down from 25.2% in FY 2008. However, more than 20% of those who completed Somali, Vietnamese, and Spanish surveys didn't know how to use a computer (28.7%, 25.8%, and 22.0%, respectively) (see Appendices 3, 4 and 5).

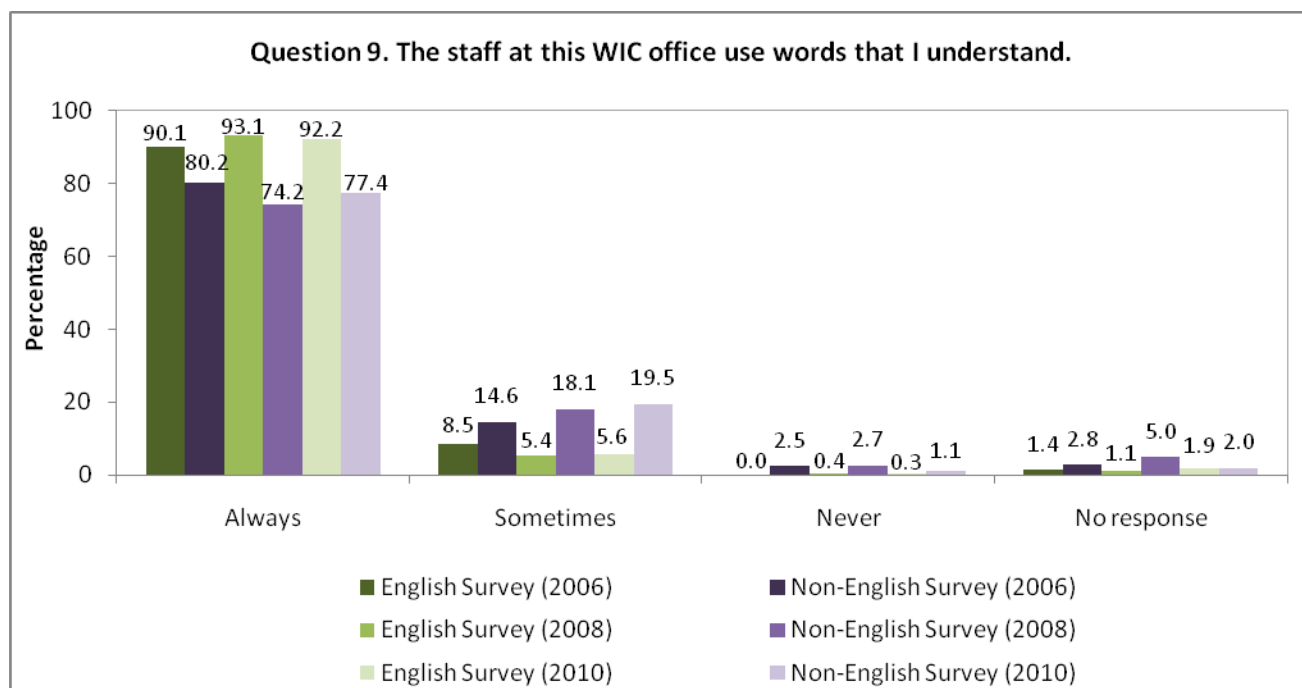
Out of the NELS participants, those who completed Spanish surveys had the lowest percentage (21.2%) of saying they had Internet access at home and the highest percentage (49.6%) of saying they had no access to the Internet. Additionally, more than 20% of those who completed Vietnamese, Bosnian, Russian, and Somali surveys had no access to the Internet (31.8%, 31.0%, 25.0%, and 23.4%, respectively). The percentage of NELS participants (41.1%) who had no access to the Internet was more than double that of the ELS participants (16.7%) and the difference was statistically significant ($p < 0.0001$).

When combining the percentages of participants who had access to the Internet in the three categories – home, work/school, and public library – the total percentage of the ELS participants who had access to the Internet was 92.4%, and the total percentage of the NELS participants who had access to the Internet was 41.6%. The difference (50.8%) showed the disadvantage of the NELS participants not getting needed nutritional information through the Internet.



Question 9: The staff at this WIC office use words that I understand.

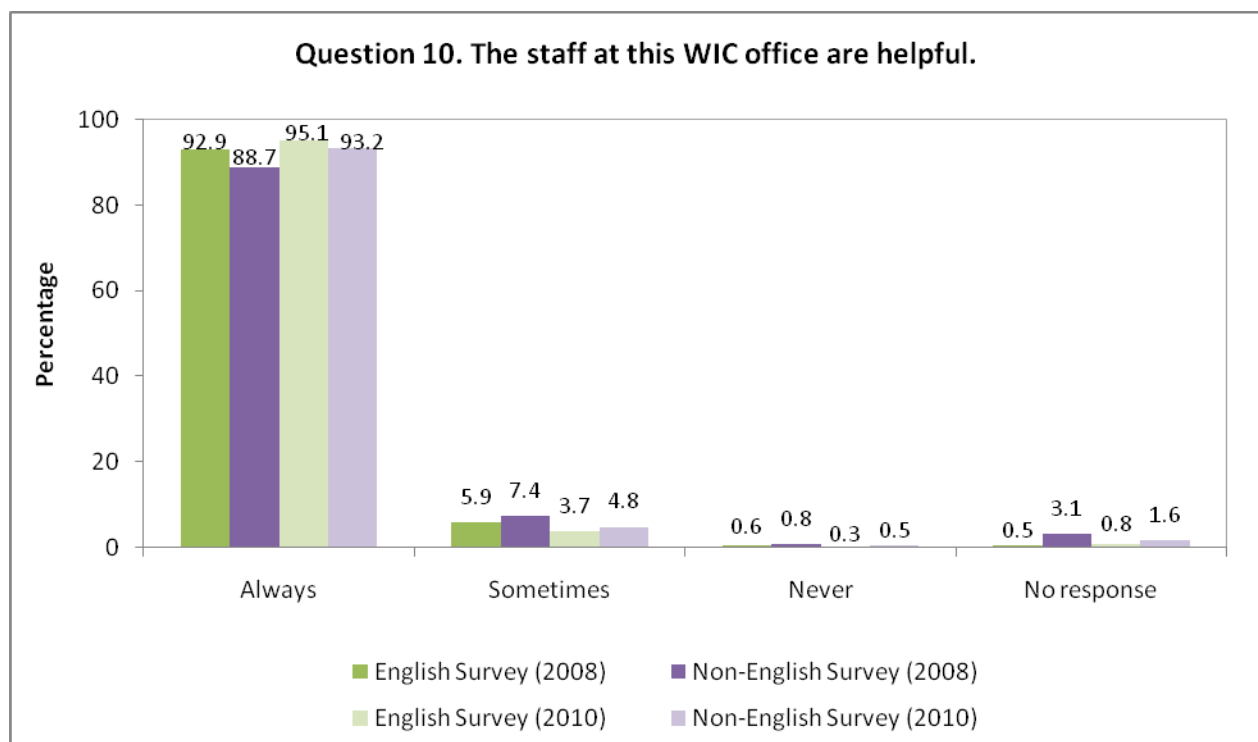
In FY 2010, 92.2% of ELS participants and 77.4% of NELS participants said they “always” understand the words used by WIC staff. The difference of 14.8% was statistically significant ($p < 0.0001$). There was a similar trend in FY 2006 and FY 2008. For all three years, a larger percentage of NELS participants than ELS participants said they “sometimes” understand the words used by WIC staff. In fact, the increase in the percentage of NELS participants choosing this less positive option has led to an increase in the difference between these two groups, with the difference of 13.9% in FY 2010 being statistically significant ($p < 0.0001$) (see Appendix 3).



The three groups with the highest rates of saying they “sometimes” or “never” understand the words used by WIC staff included those who completed Bosnian (41.4%), Somali (30.8%), and Vietnamese (28.8%) surveys in FY 2010 (see Appendices 4 and 5). In FY 2008, these three groups were those who completed Vietnamese (40.8%), Somali (34.1%), and Arabic (31.8%) surveys.

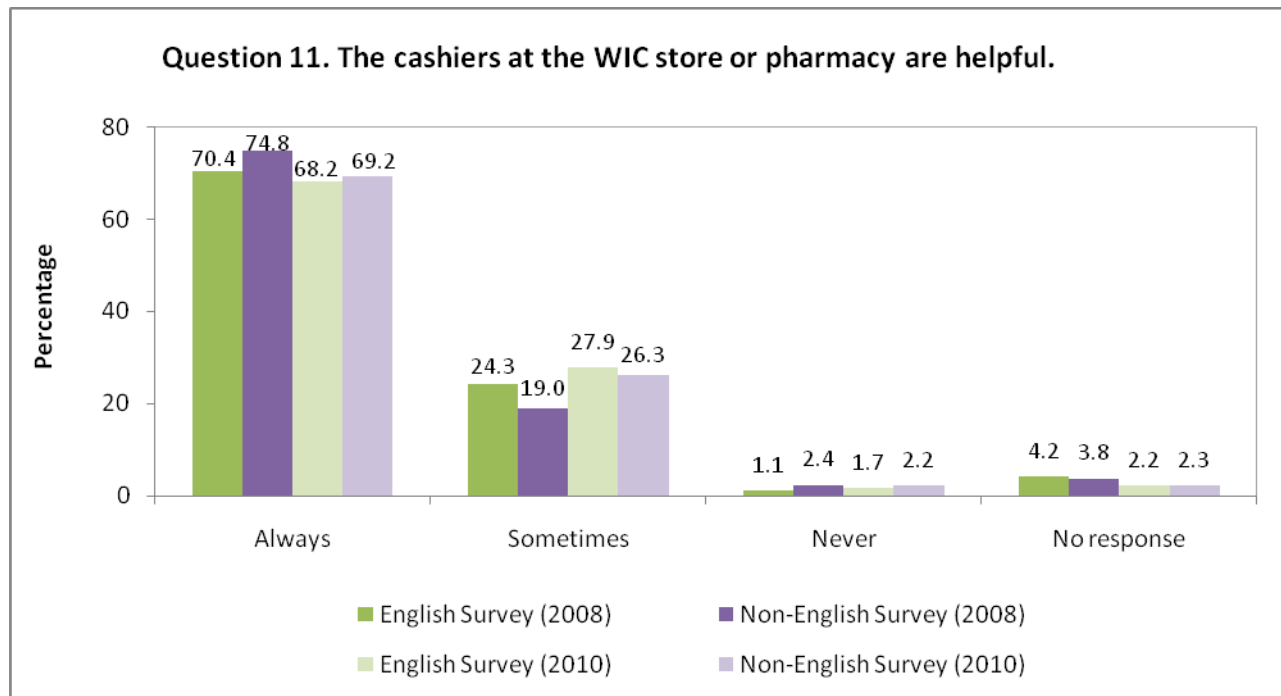
Question 10: The staff at this WIC office are helpful.

The majority of ELS (95.1%) and NELS (93.2%) participants said that the staff in the WIC office were “always” helpful in FY 2010, and the difference of 1.9% was not statistically significant. The percentages of participants who said the staff at the WIC office were “sometimes” or “never” helpful decreased from FY 2008 to FY 2010, with the percentage of NELS participants (4.8%) remaining slightly above ELS participants (3.7%). The three groups with the highest rates of saying the staff at the WIC office are helpful “sometimes” included those who completed Bosnian (6.9%), Somali (6.7%), and Spanish (4.7%) surveys (see Appendices 3, 4 and 5).



Question 11: The cashiers at the WIC store or pharmacy are helpful.

A slightly higher percentage of NELS participants (69.2%) than ELS participants (68.2%) said that the cashiers at the WIC store or pharmacy were “always” helpful in FY 2010, and the difference was not statistically significant. In FY 2010, fewer participants said the cashiers at the WIC store or pharmacy were “always” helpful and more stated that the cashiers were “sometimes” helpful, compared with FY 2008. More than 20% of both the ELS (29.6%) and NELS (28.5%) groups said that the cashiers were “sometimes” or “never” helpful. The groups of participants with the highest rates of stating the cashiers at the WIC store or pharmacy were “sometimes” or “never” helpful included those who completed Somali (42.5%), Bosnian (34.4%), and English (29.6%) surveys; although, more than 20% of each language group, except Russian, also chose “sometimes” or “never” (see Appendices 3, 4 and 5).



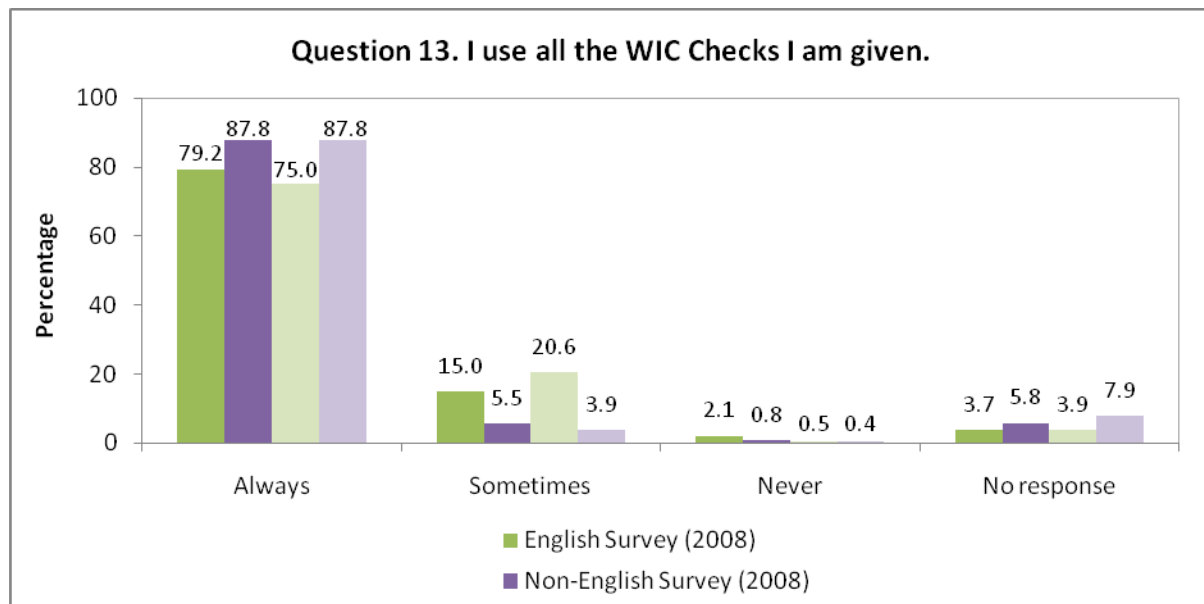
Question 12: The store that I shop at has the WIC foods I want.

In FY 2010, a higher percentage of the NELS (65.7%) than ELS (53.2%) participants said the store they shop at “always” has the WIC foods they want, and the difference of 12.5% was statistically significant ($p < 0.0001$). Note that these percentages have decreased since the FY 2008 survey, while the percentages of those who said the stores “sometimes” have the WIC foods they want have increased. Fewer NELS participants (32.7%) than ELS participants (45.6%) said the stores they shop at “sometimes” or “never” have the WIC foods they want. The difference between the two groups was statistically significant ($p < 0.0001$) for those who said the stores “sometimes” have the foods they want. Those who completed English (45.6%), Somali (43.7%), and Bosnian (41.3%) surveys were the groups that had the highest rates of saying that the store “sometimes” or “never” had the WIC foods they want (see Appendices 3, 4 and 5).



Question 13: I use all the WIC checks I am given.

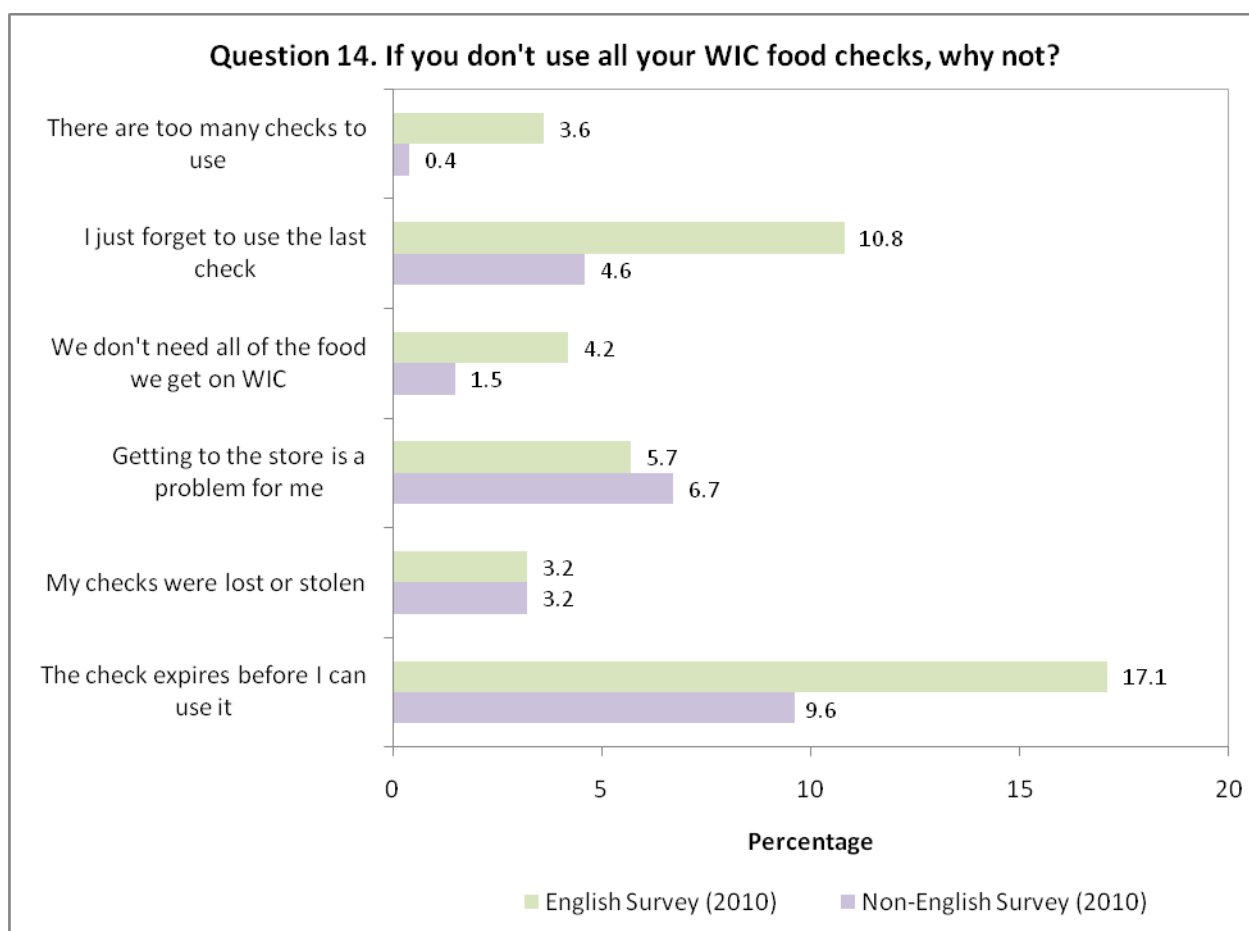
In FY 2010, a higher percentage of NELS participants (87.8%) than ELS participants (75.0%) continued to say they “always” use all the WIC checks they are given, and the difference of 12.8%, which was greater than in FY 2008, was statistically significant ($p < 0.0001$). Conversely, a greater percentage of ELS participants (20.6%) than NELS participants (3.9%) said they “sometimes” use all their WIC checks, and the difference of 16.7% was statistically significant ($p < 0.0001$). When examining the responses by languages, the top three groups that said they “sometimes” or “never” used all their WIC checks included those who completed English (21.1%), Vietnamese (10.6%), and Arabic (8.5%) surveys (see Appendices 3, 4 and 5).



The WIC program would like to give fewer checks (with the same amount of food) in order to encourage the participants to use all the food checks. To determine whether those who do not use all WIC checks given to them would like to receive fewer checks per month, a supplemental question to Question 13 was included on the survey. Out of the 149 (25.2%) ELS participants who answered this question, 13.2% said “yes”, and 3.7% said “no”. Out of the 88 (10.7%) NELS participants who answered this question, 12.0% said “yes” and 7.1% said “no”. A total of 25.2% of all participants said they would like to receive fewer checks per month, and 10.8% said they would not like to receive fewer checks.

Question 14: If you don't use all your WIC checks, why not?

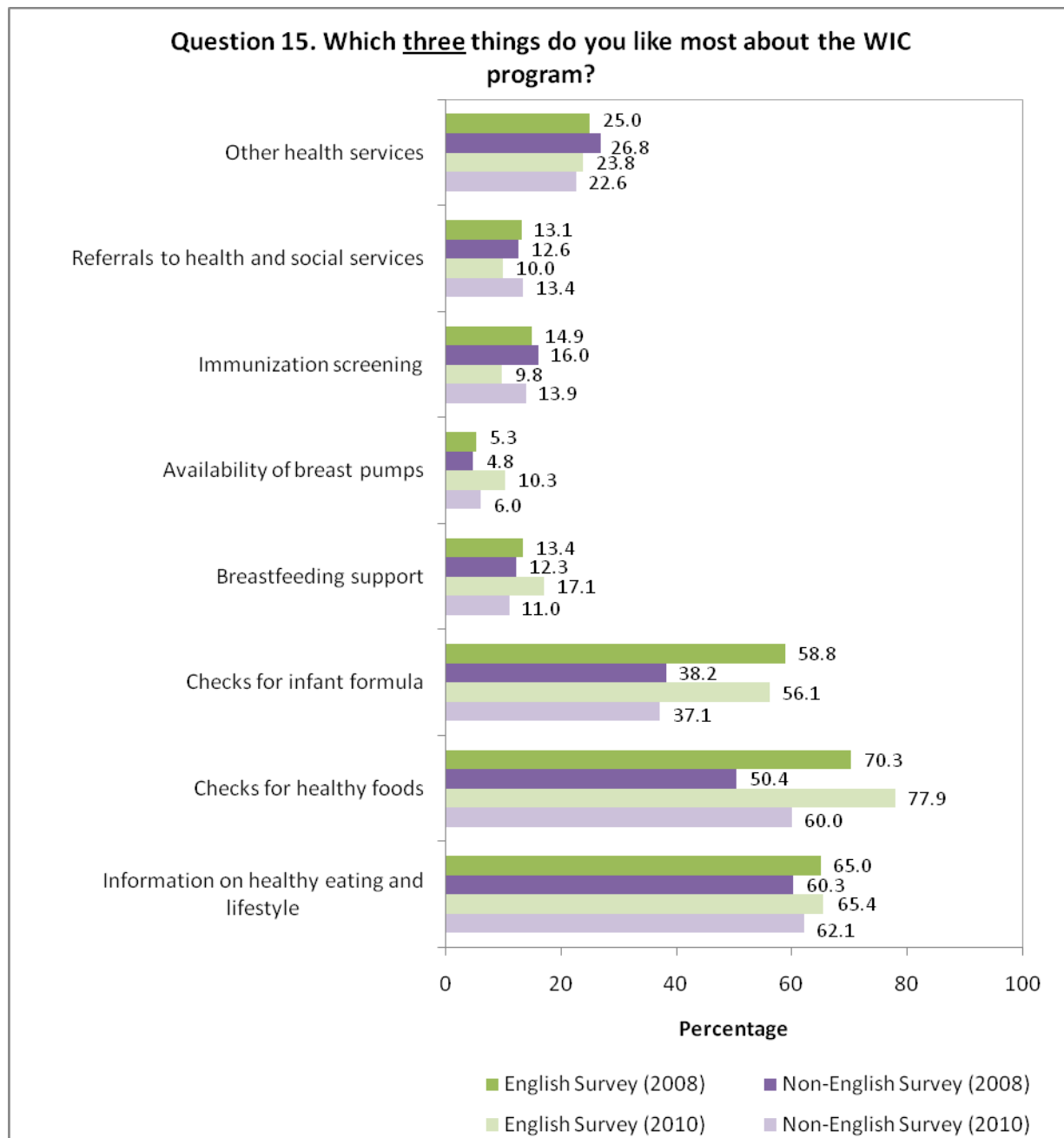
In FY 2010, 264 (44.6%) ELS participants and 213 (26.0%) NELS participants answered this question; therefore, it can be assumed that 477 (33.8%) out of the 1,412 total survey participants did not use all their WIC food checks (see Appendix 3). The top three reasons why survey participants stated they do not always use all their WIC food checks included: the checks expired before they could use them, they just forgot to use the last check, and getting to the store was a problem for them. The number one reason why both ELS and NELS participants stated they do not use all their WIC food checks is because the check expired before they could use it. This reason may be secondary to another reason, such as having a problem getting to the store or not needing all of the food provided by WIC within the given time period.



Note: The percentages in Question 14 are out of the total numbers of ELS and NELS participants.

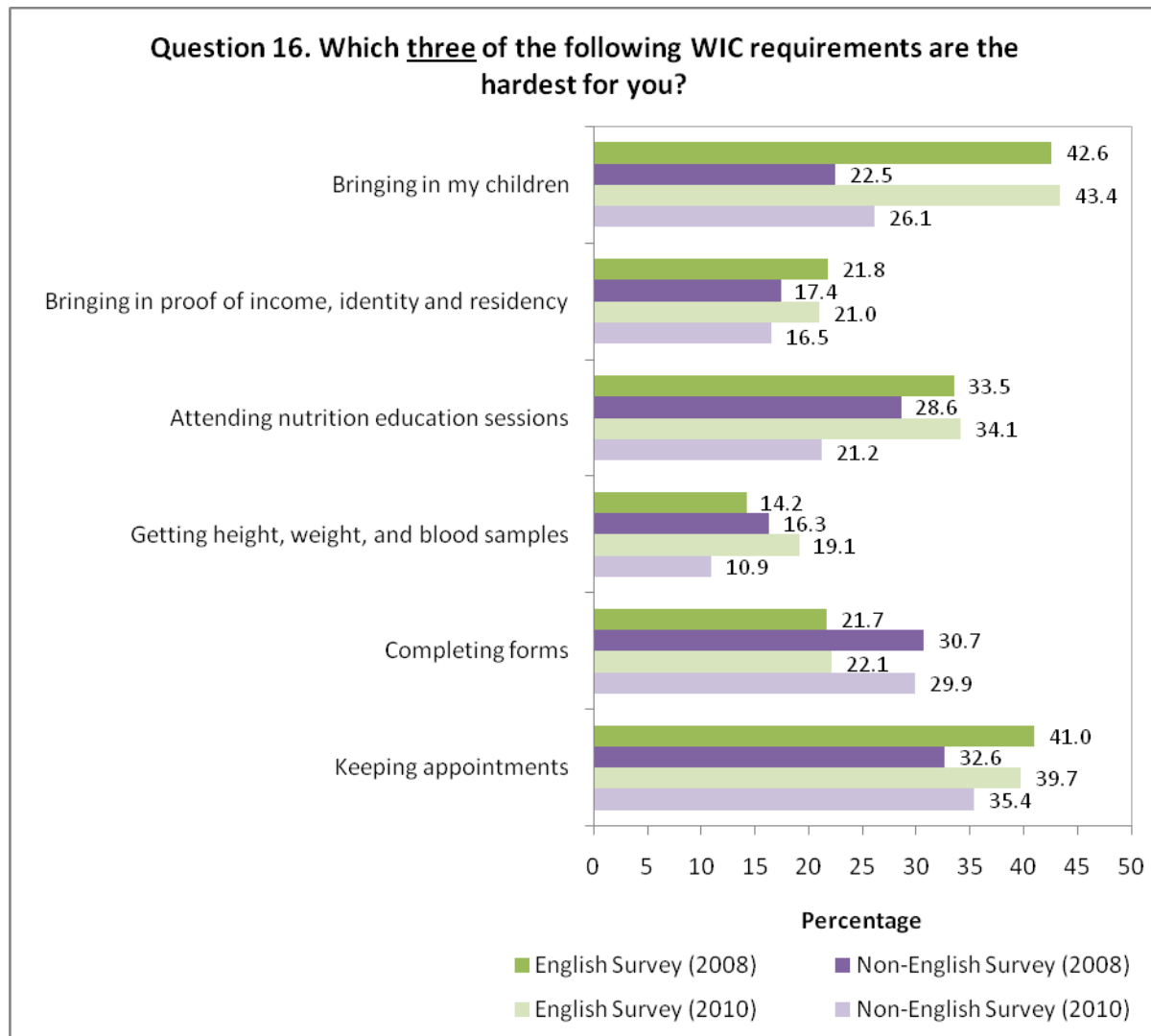
Question 15: Which three things do you like most about the WIC program?

The three things participants liked most about the WIC program in FY 2010 were checks for healthy foods, information on healthy eating and lifestyle choices, and checks for infant formula. These responses are consistent with the previous two survey years, only in a slightly different order. The percentages of the ELS participants who chose these items in FY 2010 were 77.9%, 65.4% and 56.1%, respectively. The percentages of the NELS participants who chose these items were 60.0%, 62.1% and 37.1%. The differences between these two groups for checks for healthy foods and checks for infant formula were statistically significant (see Appendix 3).



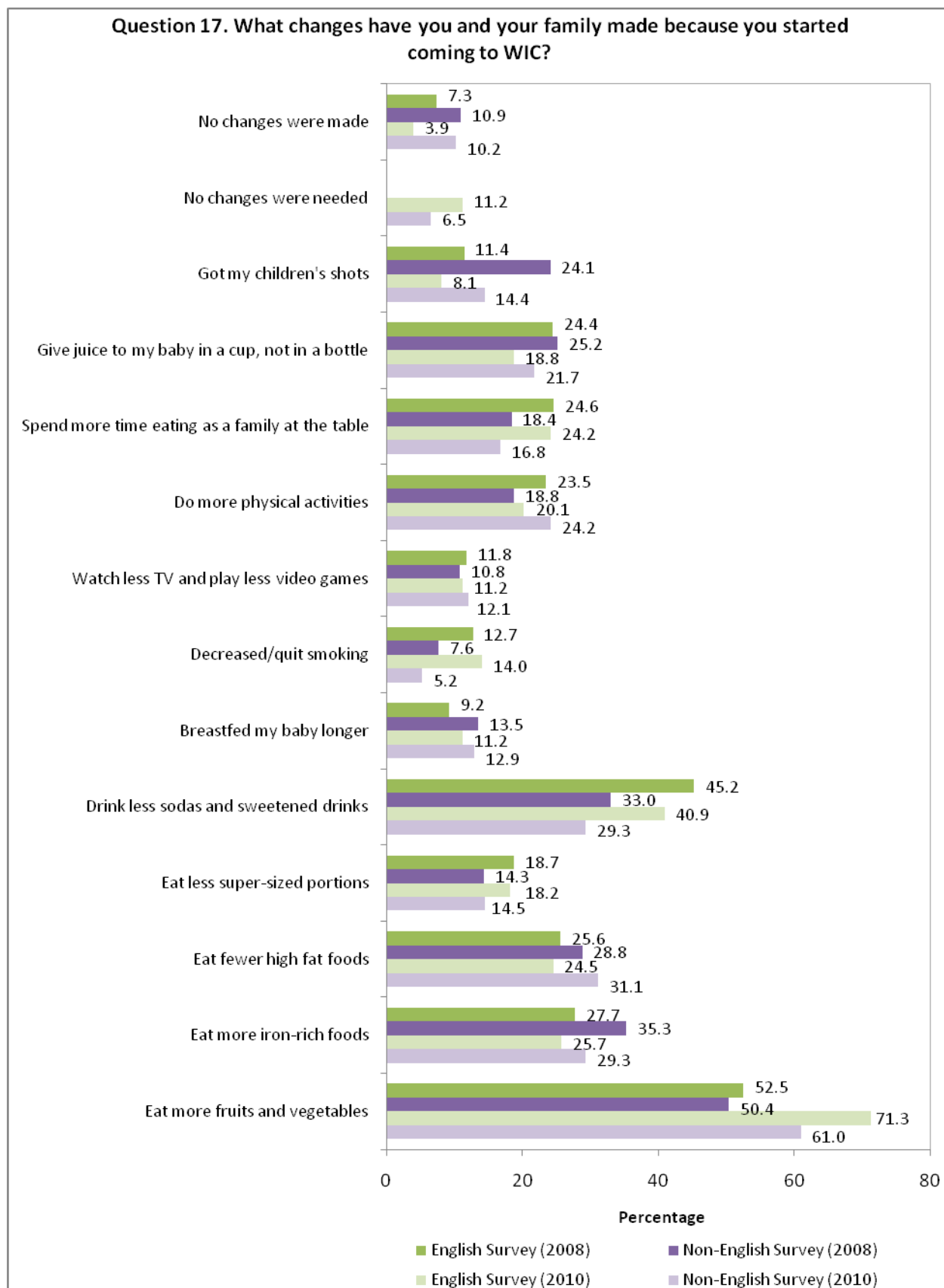
Question 16: Which three of the following WIC requirements are the hardest for you?

The three hardest requirements for the ELS participants in FY 2010 were bringing in their children (43.4%), keeping appointments (39.7%), and attending nutrition education sessions (34.1%), which were the same choices they made in FY 2006 and FY 2008. The three hardest requirements for NELS participants in FY 2010 were keeping appointments (35.4%), completing forms (29.9%), and bringing in their children (26.1%). In FY 2008, NELS participants said attending nutrition education classes was one of the three hardest requirements, instead of bringing in their children, which was their FY 2010 selection. Each of the language group's responses was consistent with the three hardest WIC requirements for the total NELS group, and except for those who completed Spanish surveys, more said attending nutrition education sessions was hard versus bringing in their children. The differences between the ELS and the NELS participants were significant for all requirements except keeping appointments (see Appendices 3, 4 and 5).



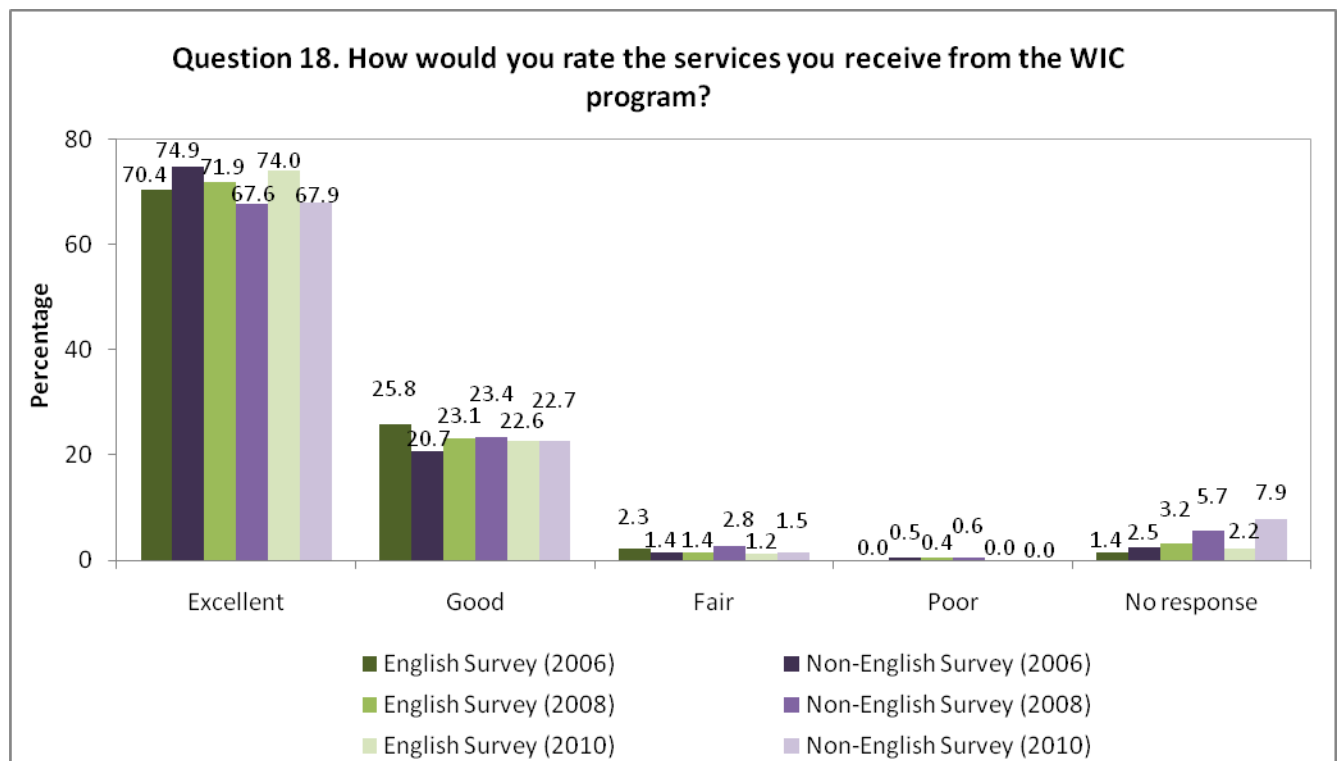
Question 17: What changes have you and your family made because you started coming to WIC?

In FY 2010, the changes that the most participants and their families made since first starting to come to WIC included: eating more fruits and vegetables, drinking less sodas and sweetened drinks, eating fewer high fat foods, and eating more iron-rich foods. Out of the ELS participants, 71.3% said that they had eaten more fruits and vegetables, 40.9% said they had drunk less sodas and sweetened drinks, 24.5% said they had eaten fewer high fat foods, and 25.7% said they had eaten more iron-rich foods. The respective percentages of the NELS participants selecting these choices were 61.0%, 29.3%, 31.1%, and 29.3% (see following page for chart). The difference between the ELS and NELS participants was significant for the following selections: eat more fruits and vegetables, eat fewer high fat foods, drink less sodas and sweetened drinks, decreased/quit smoking, spend more time eating as a family at the table, got my children's shots, no changes were needed, and no changes were made. The number one change for those who completed each language survey was to eat more fruits and vegetables. This choice was selected by more than half of the participants who completed each language survey. The groups that had the most participants who made no changes included those who completed Vietnamese (21.2%), Bosnian (17.2%), and Somali (16.0%) surveys (see Appendices 3, 4 and 5).



Question 18: How would you rate the services you receive from the WIC program?

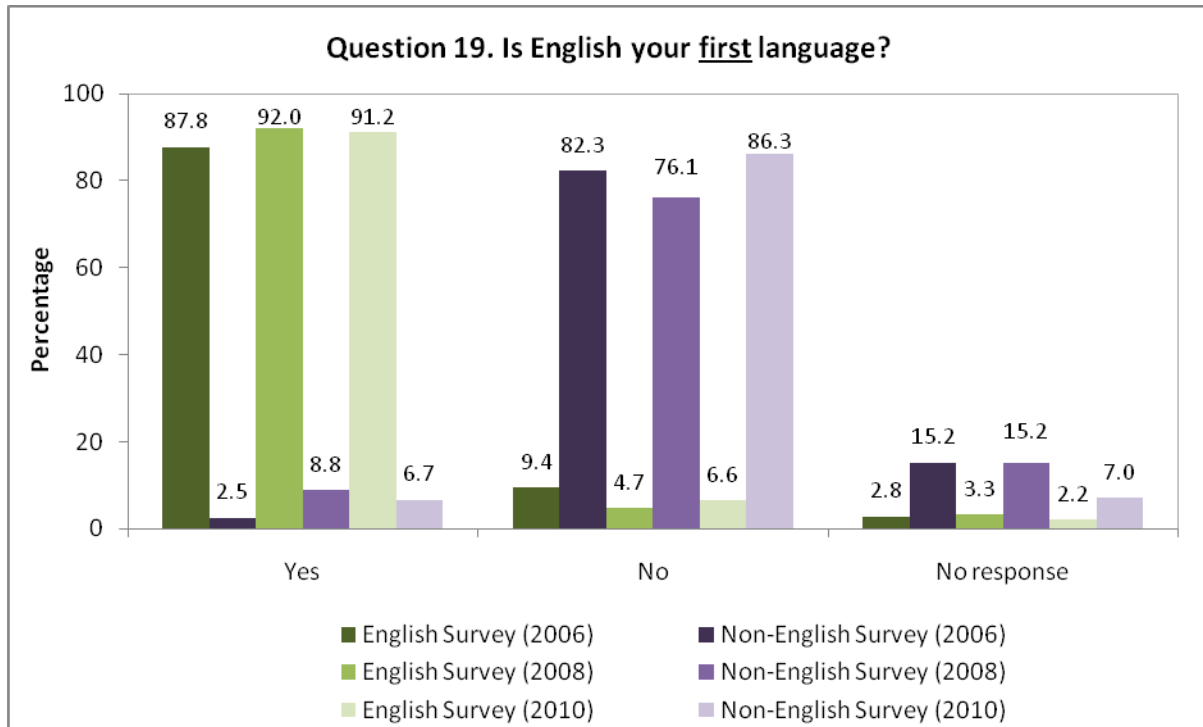
The majority of ELS (74.0%) and NELS (67.9%) participants described the services they received from the WIC program as “excellent” in FY 2010. The difference of 6.1% was statistically significant ($p < 0.0138$). More than 20% of the participants from each group continued to rate the WIC services as “good”. The difference was not statistically significant. Additionally, in FY 2010, less than 2.0% of both ELS and NELS participants rated WIC program services as “fair”, and no participants rated the services as “poor”. The differences were not statistically significant (see Appendix 3).



In FY 2010, the leading groups who rated WIC services as “fair” or “poor” included those who completed Arabic (2.1%), Spanish (1.9%), and Vietnamese (1.5%) surveys; although, note that these percentages are lower than in previous years (see Appendices 4 and 5). In FY 2008, these groups included those who completed Somali (15.9%), Vietnamese (5.6%), and Bosnian (3.7%) surveys. In FY 2006, these groups included those who completed Chinese (9.1%), Spanish (3.0%), and Vietnamese (2.1%) surveys.

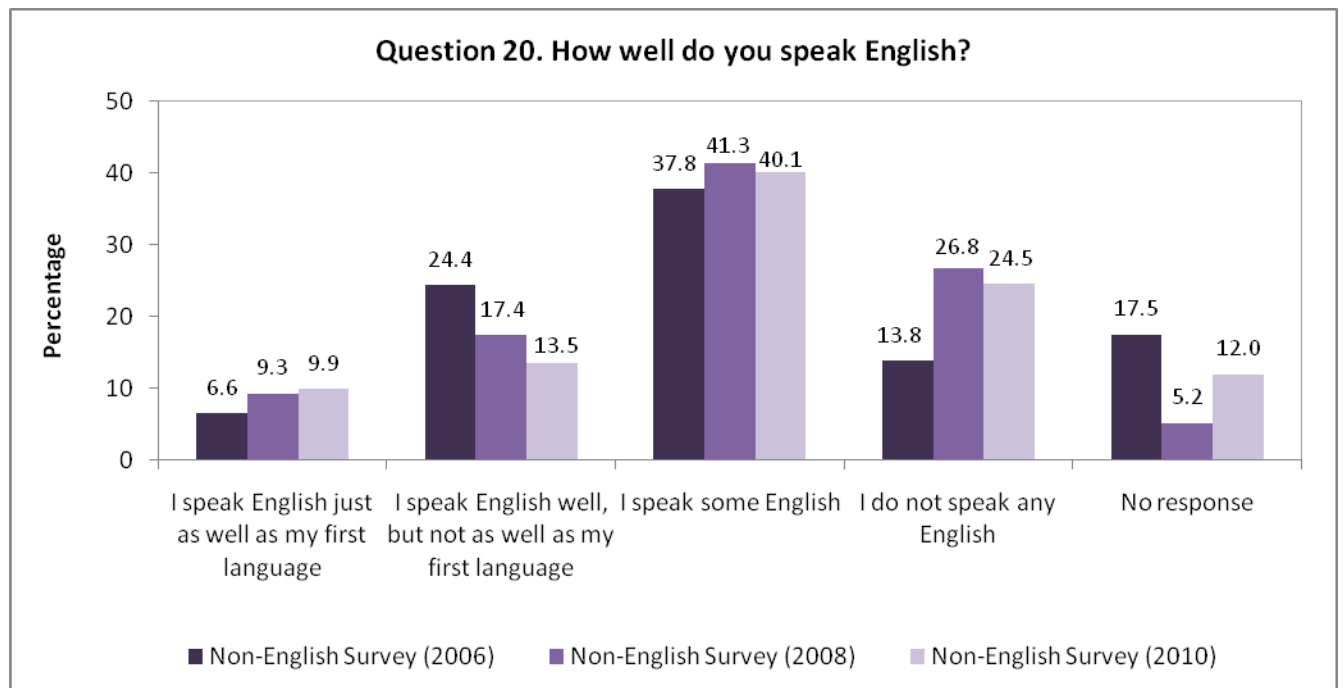
Question 19: Is English your first language?

In FY 2010, 91.2% of ELS and 6.7% NELS participants said English was their first language. Additionally, 6.6% of ELS and 86.3% of NELS said English was not their first language. The differences between the ELS and NELS groups were statistically significant for both the “yes” and “no” answers to question 19 (see Appendix 3). In FY 2008, 76.1% of the NELS participants and in FY 2006, 82.3% of the NELS participants said that English was not their first language.



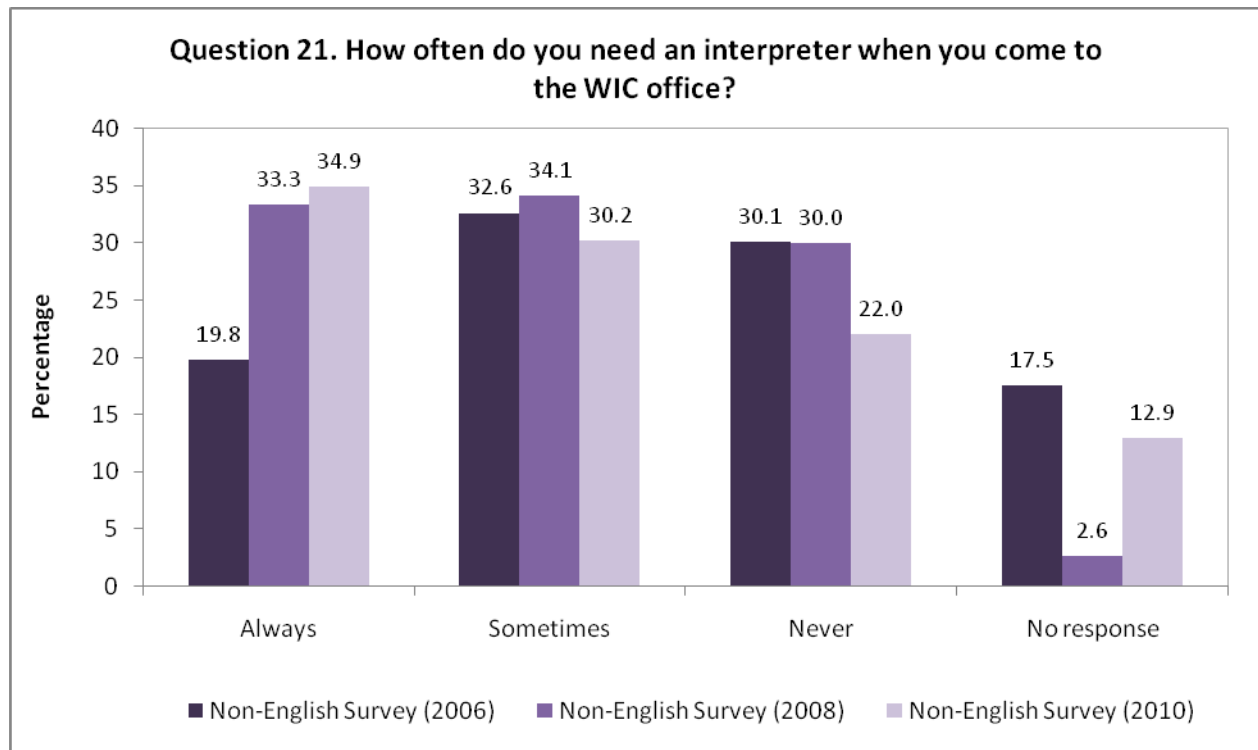
Question 20: How well do you speak English?

In FY 2010, there were 820 participants in the NELS group, out of which 708 participants said that English was not their first language. Among them, 40.1% said they only spoke some English and 24.5% said they did not speak any English. These two percentages were similar in FY 2008. The number one choice made by each language group, except Russian, was “I speak some English”. The most common answer among those who completed the Russian survey was “I speak English just as well as my first language”. The two groups with the highest percentages of saying they did not speak any English were those who completed the Spanish (32.9%) and Vietnamese (18.2%) surveys (see Appendices 3, 4 and 5).



Question 21: How often do you need an interpreter when you come to the WIC office?

In FY 2010, out of the 708 NELS participants whose first language was not English, 34.9% said they always need an interpreter, 30.2% said they sometimes need an interpreter, and 22.0% said they never need an interpreter (see Appendix 3). The respective percentages in FY 2008 were 33.3%, 34.1%, and 30.0%.



The top three language groups that “always” needed an interpreter when they came to the WIC office in FY 2010 included those who completed Vietnamese (45.5%), Spanish (40.8%), and Bosnian (24.1%) surveys (see Appendices 4 and 5). It should be noted that 59.6% of those who completed Russian surveys said they “never” need an interpreter when they come to the WIC office.

Conclusions and Recommendations

Overall, both ELS and NELS participants in FY 2010 were very satisfied with most aspects of the WIC program. In fact, both groups were more satisfied overall than in previous years, indicating that progress has been made. However, improvements are recommended if more than 20% of participants from one or both groups chose the less positive responses, such as “somewhat difficult” or “difficult” as indicated in the “comment” column in Table 1 in the executive summary.

One or more language groups of NELS participants chose less positive responses for the following areas: the application process, health assessment process, nutrition assessment process, nutrition education, access to the internet, WIC staff use words that are understood, cashiers at the WIC store or pharmacy are helpful, and store has desired WIC foods. The areas specifically identified as needing additional attention and effort include: WIC vendors, communication between WIC staff and non-native English speaking participants, and nutrition education.

- WIC Vendors: One specific program component should be investigated – WIC vendors. Although more than half of participants from both groups responded favorably to questions about WIC vendors, these proportions were much lower than those for other areas.
- Communication: The major area for improvement should focus primarily on communication. Results indicate that there are still disparities in how NELS and ELS participants perceive their service. More than 60% of the NELS participants whose first language was not English said that they “sometimes” or “always” need an interpreter. Data also suggests that some participants have difficulties communicating with WIC staff and completing forms. More interpreters need to be made available to non-native English speaking participants. In addition, educational materials that are designed to be culturally-sensitive should be provided to participants in their first language.

Refresher cultural competency training should be provided for local WIC providers in the metropolitan areas and other areas with pockets of non-native English speaking WIC participants. Additionally, given the large Spanish-speaking population served by WIC, it may also be beneficial to provide brief Spanish language training on words or phrases specific to WIC.

Throughout the FY 2010 survey, the three leading language groups who consistently chose a less positive answer included those who completed Bosnian, Somali, and Vietnamese surveys. This indicates a possible language and/or cultural barrier that should be investigated and addressed in order for WIC to better meet the needs of these populations. It may be necessary to bring in experts to provide cultural competency trainings on these specific cultures.

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- Nutrition Education: Local WIC providers should consider scheduling individual counseling sessions for NELS participants who prefer this method of gaining nutrition information, especially for the Somali, Bosnian, Arabic, and Vietnamese populations.

Encourage local WIC providers to use alternative methods to provide nutrition education in addition to individual and group nutrition sessions. It may be beneficial to the groups mentioned in the previous paragraph to be offered nutrition classes in their first language. Additionally, develop web-based nutrition education modules for English-speaking participants, and take home nutrition education modules for both English and Non-native English speaking participants.

References

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Missouri Department of Health and Senior Services². (2010). *Pregnancy Nutrition Surveillance System: 2008 Summary Report*. Retrieved August 2, 2010 from <http://www.dhss.mo.gov/PNSS/Data.html>.

U.S. Department of Health and Human Services, Office of Minority Health. (2001, March). *National Standards for Culturally and Linguistically Appropriate Services in Health Care: Executive Summary*. Retrieved August 12, 2010 from <http://minorityhealth.hhs.gov/assets/pdf/checked/executive.pdf>.

Appendices

Appendix 1. Missouri WIC Customer Satisfaction Survey in English

*To help us serve you better, please tell us how you feel about WIC. Please fill out **both front and back** sides of this survey. Circle one letter only.*

1. How did you **first** find out about the WIC Program?
 - a. Family members or friends
 - b. Doctor or nurse
 - c. Grocery store or pharmacy
 - d. Radio, TV, newspaper, brochure or flyer
 - e. Social Services (Medicaid, Food Stamps, TANF, Social Security, food pantry)
 - f. Church, mosque, temple, synagogue or religious leader
2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult
3. How would you describe having height, weight and blood samples taken?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult
4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?
 - a. Easy
 - b. Somewhat difficult
 - c. Difficult
5. How would you describe the nutrition education you receive at this WIC office?
 - a. Helpful
 - b. Somewhat helpful
 - c. Not helpful
6. The WIC food list with pictures is:
 - a. Easy to understand
 - b. Somewhat difficult to understand
 - c. Difficult to understand
7. If WIC could give you information about nutrition in any of the following ways, which would you choose? (Circle all that apply)
 - a. talk to a nutritionist at the WIC clinic
 - b. attend a nutrition class at the WIC clinic
 - c. check out nutrition books/videos/CDs to use and complete a short quiz at home
 - d. complete an Internet-based WIC nutrition education lesson and a short quiz
 - e. packet of nutrition information to take home to read and complete a short quiz
8. Do you have access to the Internet at:
 - a. Home
 - b. Work/school
 - c. Public library
 - d. I don't have access to a computer with the Internet
 - e. I don't know how to use a computer
9. The staff at this WIC office use words that I understand.
 - a. Always
 - b. Sometimes
 - c. Never
10. The staff at this WIC office are helpful.
 - a. Always
 - b. Sometimes
 - c. Never
11. The cashiers at the WIC store or pharmacy are helpful.
 - a. Always
 - b. Sometimes
 - c. Never
12. The store that I shop at has the WIC foods I want.
 - a. Always
 - b. Sometimes
 - c. Never

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13. I use all the WIC checks I am given.
- Always
 - Sometimes
 - Never
- If you answered “sometimes” or “never” to the
- Yes
 - No
14. If you don’t use all your WIC food checks, why not? (Circle all that apply).
- The check expires before I can use it.
 - My checks were lost or stolen.
 - Getting to the store is a problem for me.
 - We don’t need all of the food we get on WIC.
 - I just forget to use the last check.
 - There are too many checks to use.
15. Which **three** things do you like most about the WIC program?
- Information on healthy eating and lifestyle choices
 - Checks for healthy foods
 - Checks for infant formula
 - Breastfeeding support
 - Availability of breast pumps
 - Immunization screening
 - Referrals to health and social service programs
 - Other health services (testing for anemia, lead, family planning)
16. Which **three** of the following WIC requirements are the hardest for you?
- Keeping appointments
 - Completing forms
 - Getting height, weight, and blood samples
 - Attending nutrition education sessions
 - Bringing in proof of income, identify and residency
 - Bringing in my children
17. What changes have you and your family made because you started coming to WIC? (Circle all that apply)
- Eat more fruits and vegetables
 - Eat more iron-rich foods
- above question (you don’t use all of your WIC checks), would you like to receive fewer checks per month? You would receive the same amount of food you currently receive, only it would be divided up over fewer checks.
- Eat fewer high fat foods
 - Eat less super-sized portions
 - Drink less sodas and sweetened drinks
 - Breastfed my baby longer
 - Decreased/quit smoking
 - Watch less TV and play less video games
 - Do more physical activities
 - Spend more time eating as a family at the table
 - Give juice to my baby in a cup, not in a bottle
 - Got my children’s shots
 - No changes were needed
 - No changes were made
18. How would you rate the services you receive from the WIC program?
- Excellent
 - Good
 - Fair
 - Poor
19. Is English your **first** language?
- Yes (If yes, skip No. 20 and 21.)
 - No
20. How well do you speak English?
- I speak English just as well as my first language.
 - I speak English well, but not as well as my first language.
 - I speak some English.
 - I do not speak any English.
21. How often do you need an interpreter when you come to the WIC office?
- Always
 - Sometimes
 - Never
- Thank You**

Appendix 2. FY 2010 WIC Customer Satisfaction Survey – Selected Agencies by Language
Sample Size

District	Agency	Clinic Site	English	Spanish	Arabic	Bosnian	Russian	Somali	Vietnamese	Total
Northwest	St. Joseph	Health Dept.	30	35						65
	Truman	TMC 22 nd St	30	35	20			20		105
	Crescent	Health Center	30	35	10					75
	Sam Rodgers	Health Center	30	35	20	20		80	40	225
Northeast	Saline	Health Dept.	30	35						65
Central	Boone	Health Dept.	30	35	20					85
	Camden	Health Dept.	30	35						65
	Pettis	Health Dept.	30	35			30			95
Southeast	Dunklin	Health Dept.	30	35						65
	Howell	Health Dept.	30				10			40
Southwest	Barry	Monett	30	35						65
	Springfield	Health Dept.	30	35			10			75
	Joplin	Joplin City	30	35						65
	McDonald	Health Dept.	30	35						65
	Newton	Health Dept.	30	35						65
	Taney	Branson	30	35						65
Eastern	St. Charles	Health Dept.	30	35						65
	HDC	La Clinica	30	35	15	30	15	35	15	175
	Family Care	Health Center & Carondelet	30	35		40		10	15	130
	Grace Hill	Soulard & Grace Hill South	30	35					15	80
	St. Louis Co.	John C. Murphy	30	35						65
Total			630	700	85	90	65	145	85	1800

Appendix 3. Tabular Data by English and Non-English Language Surveys

Question 1. How did you first find out about the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Family members or friends	398 67.2%	522 63.7%	0.1646	<input type="checkbox"/>
Doctor or nurse	128 21.6%	234 28.5%	0.0033	<input checked="" type="checkbox"/>
Grocery store or pharmacy	6 1.0%	15 1.8%	0.2114	<input type="checkbox"/>
Radio, TV, news paper, brochure or flyer	6 1.0%	4 0.5%	0.2451	<input type="checkbox"/>
Social services (Medicaid, Food Stamps, TANF, social security, food pantry)	63 10.6%	44 5.4%	0.0002	<input checked="" type="checkbox"/>
Church, mosque, temple, synagogue or religious leader	0 0.0%	5 0.6%	0.0570	<input type="checkbox"/>
Total	601 101.5%	824 100.5%		

Question 2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Easy	550 92.9%	646 78.8%	< 0.0001	<input checked="" type="checkbox"/>
Somewhat difficult	33 5.6%	145 17.7%	< 0.0001	<input checked="" type="checkbox"/>
Difficult	4 0.7%	16 2.0%	0.0453	<input checked="" type="checkbox"/>
No response	5 0.8%	13 1.6%		
Total	592 100.0%	820 100.0%		

Question 3. How would you describe having height, weight and blood samples taken?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Easy	540 91.2%	649 79.2%	< 0.0001	<input checked="" type="checkbox"/>
Somewhat difficult	42 7.1%	133 16.2%	< 0.0001	<input checked="" type="checkbox"/>
Difficult	5 0.8%	19 2.3%	0.0347	<input checked="" type="checkbox"/>
No response	5 0.8%	19 2.3%		
Total	592 100.0%	820 100.0%		

Question 4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Easy	528 89.2%	648 79.0%	< 0.0001	<input checked="" type="checkbox"/>
Somewhat difficult	53 9.0%	142 17.3%	<0.0001	<input checked="" type="checkbox"/>
Difficult	4 0.7%	18 2.2%	0.0229	<input checked="" type="checkbox"/>
No response	7 1.2%	12 1.5%		
Total	592 100.0%	820 100.0%		

Question 5. How would you describe the nutrition education you receive at this office?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Helpful	508 85.8%	731 89.2%	0.0593	<input type="checkbox"/>
Somewhat helpful	66 11.2%	64 7.8%	0.0320	<input checked="" type="checkbox"/>
Not helpful	7 1.2%	9 1.1%	0.8818	<input type="checkbox"/>
No response	11 1.9%	16 2.0%		
Total	592 100.0%	820 100.0%		

Question 6. The WIC food list with pictures is:

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Easy to understand	545 92.1%	724 88.3%	0.0206	<input checked="" type="checkbox"/>
Somewhat difficult to understand	36 6.1%	75 9.2%	0.0347	<input checked="" type="checkbox"/>
Difficult to understand	2 0.3%	14 1.7%	0.0164	<input checked="" type="checkbox"/>
No response	9 1.5%	7 0.9%		
Total	592 100.0%	820 100.0%		

Question 7. If WIC could give you information about nutrition in any of the following ways, which would you choose? (Circle all that apply)

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Talk to a nutritionist at the WIC clinic	300 50.7%	505 61.6%	< 0.0001	<input checked="" type="checkbox"/>
Attend a nutrition class at the WIC clinic	109 18.4%	228 27.8%	< 0.0001	<input checked="" type="checkbox"/>
Check out nutrition books/videos/CDs to use and complete a short quiz at home	75 12.7%	151 18.4%	0.0037	<input checked="" type="checkbox"/>
Complete an internet-based WIC nutrition education lesson and a short quiz	130 22.0%	53 6.5%	< 0.0001	<input checked="" type="checkbox"/>
Take home a packet of nutrition information to read and complete a short quiz	228 38.5%	229 27.9%	< 0.0001	<input checked="" type="checkbox"/>
Total	842 142.2%	1166 142.2%		

Question 8. Do you have access to the Internet at:

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Home	358 60.5%	232 28.3%	< 0.0001	<input checked="" type="checkbox"/>
Work/school	83 14.0%	45 5.5%	< 0.0001	<input checked="" type="checkbox"/>
Public library	112 18.9%	64 7.8%	< 0.0001	<input checked="" type="checkbox"/>
I don't have access to a computer with the internet	99 16.7%	337 41.1%	< 0.0001	<input checked="" type="checkbox"/>
I don't know how to use a computer	18 3.0%	170 20.7%	< 0.0001	<input checked="" type="checkbox"/>
Total	670 113.2%	848 103.4%		

Question 9. The staff at this WIC office use words that I understand.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	546 92.2%	635 77.4%	< 0.0001	<input checked="" type="checkbox"/>
Sometimes	33 5.6%	160 19.5%	< 0.0001	<input checked="" type="checkbox"/>
Never	2 0.3%	9 1.1%	0.1091	<input type="checkbox"/>
No response	11 1.9%	16 2.0%		
Total	592 100.0%	820 100.0%		

Question 10. The staff at this WIC office are helpful.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	563 95.1%	764 93.2%	0.1323	<input type="checkbox"/>
Sometimes	22 3.7%	39 4.8%	0.3429	<input type="checkbox"/>
Never	2 0.3%	4 0.5%	0.6690	<input type="checkbox"/>
No response	5 0.8%	13 1.6%		
Total	592 100.0%	820 100.0%		

Question 11. The cashiers at the WIC store or pharmacy are helpful.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	404 68.2%	567 69.2%	0.7179	<input type="checkbox"/>
Sometimes	165 27.9%	216 26.3%	0.5227	<input type="checkbox"/>
Never	10 1.7%	18 2.2%	0.5010	<input type="checkbox"/>
No response	13 2.2%	19 2.3%		
Total	592 100.0%	820 100.0%		

Question 12. The store that I shop at has the WIC foods I want.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	315 53.2%	539 65.7%	< 0.0001	<input checked="" type="checkbox"/>
Sometimes	263 44.4%	259 31.6%	< 0.0001	<input checked="" type="checkbox"/>
Never	7 1.2%	9 1.1%	0.8818	<input type="checkbox"/>
No response	7 1.2%	13 1.6%		
Total	592 100.0%	820 100.0%		

Question 13. I use all the WIC checks I am given.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	444 75.0%	720 87.8%	< 0.0001	<input checked="" type="checkbox"/>
Sometimes	122 20.6%	32 3.9%	< 0.0001	<input checked="" type="checkbox"/>
Never	3 0.5%	3 0.4%	0.6879	<input type="checkbox"/>
No response	23 3.9%	65 7.9%		
Total	592 100.0%	820 100.0%		

Question 13-Additional. If you answered “sometimes” or “never” to the above question, would you like to receive fewer checks per month? You would receive the same amount of food you currently receive, only it would be divided up over fewer checks.

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Yes	78 13.2%	30 3.7%	< 0.0001	<input checked="" type="checkbox"/>
No	71 12.0%	58 7.1%	0.0015	<input checked="" type="checkbox"/>
No response	443 74.8%	732 89.3%		
Total	592 100.0%	820 100.0%		

Question 14. If you don't use all your WIC food checks, why not? (Circle all that apply)

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
The check expires before I can use it.	101 17.1%	79 9.6%	< 0.0001	<input checked="" type="checkbox"/>
My checks were lost or stolen.	19 3.2%	26 3.2%	0.9674	<input type="checkbox"/>
Getting to the store is a problem for me.	34 5.7%	55 6.7%	0.4620	<input type="checkbox"/>
We don't need all of the food we get on WIC.	25 4.2%	12 1.5%	0.0014	<input checked="" type="checkbox"/>
I just forget to use the last check.	64 10.8%	38 4.6%	< 0.0001	<input checked="" type="checkbox"/>
There are too many checks to use.	21 3.6%	3 0.4%	< 0.0001	<input checked="" type="checkbox"/>
Total	264 44.6%	213 26.0%		

Question 15. Which three things do you like most about the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Information on healthy eating and lifestyle choices	387 65.4%	509 62.1%	0.2041	<input type="checkbox"/>
Checks for healthy foods	461 77.9%	492 60.0%	< 0.0001	<input checked="" type="checkbox"/>
Checks for infant formula	332 56.1%	304 37.1%	< 0.0001	<input checked="" type="checkbox"/>
Breastfeeding support	101 17.1%	90 11.0%	0.0010	<input checked="" type="checkbox"/>
Availability of breast pumps	61 10.3%	49 6.0%	0.0027	<input checked="" type="checkbox"/>
Immunization screening	58 9.8%	114 13.9%	0.0200	<input checked="" type="checkbox"/>
Referrals to health and social service programs	59 10.0%	110 13.4%	0.0489	<input checked="" type="checkbox"/>
Other health services (testing for anemia, lead, family planning)	141 23.8%	185 22.6%	0.5803	<input type="checkbox"/>
Total	1600 270.3%	1853 226.0%		

Question 16. Which three of the following WIC requirements are the hardest for you?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Keeping appointments	235 39.7%	290 35.4%	0.0967	<input type="checkbox"/>
Completing forms	131 22.1%	245 29.9%	0.0012	<input checked="" type="checkbox"/>
Getting height, weight, and blood samples	113 19.1%	89 10.9%	< 0.0001	<input checked="" type="checkbox"/>
Attending nutrition education sessions	202 34.1%	174 21.2%	< 0.0001	<input checked="" type="checkbox"/>
Bringing in proof of income, identity and residency	124 21.0%	135 16.5%	0.0317	<input checked="" type="checkbox"/>
Bringing in my children	257 43.4%	214 26.1%	< 0.0001	<input checked="" type="checkbox"/>
Total	1062 179.4%	1147 139.9%		

Question 17. What changes have you and your family made because you started coming to WIC? (Circle all that apply)

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Eat more fruits and vegetables	422 71.3%	500 61.0%	< 0.0001	<input checked="" type="checkbox"/>
Eat more iron-rich foods	152 25.7%	240 29.3%	0.1369	<input type="checkbox"/>
Eat fewer high fat foods	145 24.5%	255 31.1%	0.0066	<input checked="" type="checkbox"/>
Eat less super-sized portions	108 18.2%	119 14.5%	0.0596	<input type="checkbox"/>
Drink less sodas and sweetened drinks	242 40.9%	240 29.3%	< 0.0001	<input checked="" type="checkbox"/>
Breastfed my baby longer	66 11.2%	106 12.9%	0.3134	<input type="checkbox"/>
Decreased/quit smoking	83 14.0%	43 5.2%	< 0.0001	<input checked="" type="checkbox"/>
Watch less TV and play less video games	66 11.2%	99 12.1%	0.5936	<input type="checkbox"/>
Do more physical activities	119 20.1%	198 24.2%	0.0723	<input type="checkbox"/>
Spend more time eating as a family at the table	143 24.2%	138 16.8%	0.0007	<input checked="" type="checkbox"/>
Give juice to my baby in a cup, not in a bottle	111 18.8%	178 21.7%	0.1741	<input type="checkbox"/>
Got my children's shots	48 8.1%	118 14.4%	0.0003	<input checked="" type="checkbox"/>
No changes were needed	66 11.2%	53 6.5%	0.0018	<input checked="" type="checkbox"/>
No changes were made	23 3.9%	84 10.2%	< 0.0001	<input checked="" type="checkbox"/>
Total	1794 303.0%	2371 289.1%		

Question 18. How would you rate the services you receive from the WIC program?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Excellent	438 74.0%	557 67.9%	0.0138	<input checked="" type="checkbox"/>
Good	134 22.6%	186 22.7%	0.9831	<input type="checkbox"/>
Fair	7 1.2%	12 1.5%	0.6511	<input type="checkbox"/>
Poor	0 0.0%	0 0.0%		
No response	13 2.2%	65 7.9%		
Total	592 100.0%	820 100.0%		

Question 19. Is English your first language? (If yes, skip No. 20 and 21)

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Yes	540 91.2%	55 6.7%	< 0.0001	<input checked="" type="checkbox"/>
No	39 6.6%	708 86.3%	< 0.0001	<input checked="" type="checkbox"/>
No response	13 2.2%	57 7.0%		
Total	592 100.0%	820 100.0%		

Question 20. How well do you speak English?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
I speak English just as well as my first language.	17 2.9%	81 9.9%	< 0.0001	<input checked="" type="checkbox"/>
I speak English well, but not as well as my first language.	16 2.7%	111 13.5%	< 0.0001	<input checked="" type="checkbox"/>
I speak some English.	6 1.0%	329 40.1%	< 0.0001	<input checked="" type="checkbox"/>
I do not speak any English.	1 0.2%	201 24.5%	< 0.0001	<input checked="" type="checkbox"/>
No response	552 93.2%	98 12.0%		
Total	592 100.0%	820 100.0%		

Question 21. How often do you need an interpreter when you come to the WIC office?

	English Language Survey Participants N (%)	Non-English Language Survey Participants N (%)	Significance (p-value)	Significant
Always	3 0.5%	286 34.9%	< 0.0001	<input checked="" type="checkbox"/>
Sometimes	9 1.5%	248 30.2%	< 0.0001	<input checked="" type="checkbox"/>
Never	29 4.9%	180 22.0%	< 0.0001	<input checked="" type="checkbox"/>
No response	551 93.1%	106 12.9%		
Total	592 100.0%	820 100.0%		

Appendix 4. Tabular Data by Individual Languages

Question 1. How did you first find out about the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Family members or friends	20 42.6%	14 48.3%	398 67.2%	46 88.5%	44 46.8%	369 69.4%	29 43.9%	920 65.2%
Doctor or nurse	20 42.6%	12 41.4%	128 21.6%	4 7.7%	30 31.9%	143 26.9%	25 37.9%	363 25.7%
Grocery store or pharmacy	1 2.1%	0.0%	6 1.0%	0.0%	4 4.3%	7 1.3%	3 4.5%	21 1.5%
Radio, TV, newspaper, brochure, or flyer	0.0%	0.0%	6 1.0%	0.0%	0.0%	4 0.8%	0.0%	10 0.7%
Social Services (Medicaid, Food Stamps, TANF, Social Security, food pantry)	4 8.5%	2 6.9%	63 10.6%	1 1.9%	15 16.0%	14 2.6%	8 12.1%	108 7.6%
Church, mosque, temple, synagogue, or religious leader	1 2.1%	0.0%	0.0%	1 1.9%	0.0%	2 0.4%	1 1.5%	5 0.4%
Total	46 97.9%	28 96.6%	601 101.5%	52 100.0%	93 98.9%	539 101.3%	66 100.0%	1427 101.1%

Question 2. How would you describe the application process (giving information on your address, income, identity, residency and medical history)?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	39 83.0%	20 69.0%	550 92.9%	46 88.5%	64 68.1%	437 82.1%	40 60.6%	1204 85.3%
Somewhat difficult	7 14.9%	8 27.6%	33 5.6%	6 11.5%	24 25.5%	75 14.1%	25 37.9%	181 12.8%
Difficult	1 2.1%	1 3.4%	4 0.7%	0.0%	4 4.3%	10 1.9%	0.0%	20 1.4%
Total	47 100.0%	29 100.0%	587 99.2%	52 100.0%	92 97.9%	522 98.1%	65 98.5%	1405 99.5%

Question 3. How would you describe having height, weight and blood samples taken?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	38 80.9%	17 58.6%	540 91.2%	48 92.3%	55 58.5%	450 84.6%	41 62.1%	1199 84.9%
Somewhat difficult	7 14.9%	12 41.4%	42 7.1%	2 3.8%	33 35.1%	59 11.1%	20 30.3%	176 12.5%
Difficult	1 2.1%	0.0%	5 0.8%	0.0%	2 2.1%	12 2.3%	4 6.1%	24 1.7%
Total	46 97.9%	29 100.0%	587 99.2%	50 96.2%	90 95.7%	521 97.9%	65 98.5%	1399 99.1%

Question 4. How would you describe the nutrition assessment process (giving information about your family's eating habits, meal patterns, foods that your family eats, and physical activity)?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy	35 74.5%	19 65.5%	528 89.2%	48 92.3%	56 59.6%	443 83.3%	47 71.2%	1184 83.9%
Somewhat difficult	11 23.4%	9 31.0%	53 9.0%	4 7.7%	32 34.0%	70 13.2%	16 24.2%	197 14.0%
Difficult	1 2.1%	1 3.4%	4 0.7%	0.0%	5 5.3%	8 1.5%	3 4.5%	22 1.6%
Total	47 100.0%	29 100.0%	585 98.8%	52 100.0%	93 98.9%	521 97.9%	66 100.0%	1403 99.4%

Question 5. How would you describe the nutrition education you receive at this WIC office?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Helpful	38 80.9%	24 82.8%	508 85.8%	50 96.2%	64 68.1%	503 94.5%	52 78.8%	1250 88.5%
Somewhat helpful	8 17.0%	5 17.2%	66 11.1%	2 3.8%	22 23.4%	16 3.0%	11 16.7%	130 9.2%
Not helpful	0.0%	0.0%	7 1.2%	0.0%	2 2.1%	6 1.1%	1 1.5%	16 1.1%
Total	46 97.9%	29 100.0%	581 98.1%	52 100.0%	88 93.6%	525 98.7%	64 97.0%	1396 98.9%

Question 6. The WIC food list with pictures is:

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Easy to understand	41 87.2%	24 82.8%	545 92.1%	48 92.3%	76 80.9%	484 91.0%	51 77.3%	1280 90.7%
Somewhat difficult to understand	4 8.5%	5 17.2%	36 6.1%	3 5.8%	15 16.0%	36 6.8%	12 18.2%	111 7.9%
Difficult to understand	2 4.3%	0.0%	2 0.3%	0.0%	2 2.1%	7 1.3%	3 4.5%	16 1.1%
Total	47 100.0%	29 100.0%	583 98.5%	51 98.1%	93 98.9%	527 99.1%	66 100.0%	1407 99.6%

Question 7. If WIC could give you information about nutrition in any of the following ways, which would you choose? (Circle all that apply).

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Talk to a nutritionist at the WIC clinic	35 74.5%	25 86.2%	300 50.7%	31 59.6%	84 89.4%	283 53.2%	47 71.2%	813 57.6%
Attend a nutrition class at the WIC clinic	13 27.7%	8 27.6%	109 18.4%	6 11.5%	40 42.6%	139 26.1%	22 33.3%	337 23.9%
Check out nutrition books/videos/CDs to use and complete a short quiz at home	8 17.0%	2 6.9%	75 12.7%	11 21.2%	11 11.7%	103 19.4%	16 24.2%	227 16.1%
Complete an Internet-based WIC nutrition education lesson and a short quiz	4 8.5%	1 3.4%	130 22.0%	4 7.7%	9 9.6%	26 4.9%	9 13.6%	184 13.0%
Packet of nutrition information to take home to read and complete a short quiz	14 29.8%	2 6.9%	228 38.5%	11 21.2%	25 26.6%	159 29.9%	18 27.3%	461 32.6%
Total	74 157.4%	38 131.0%	842 142.2%	63 121.2%	169 179.8%	710 133.5%	112 169.7%	2022 143.2%

Question 8. Do you have access to the Internet at:

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Home	28 59.6%	9 31.0%	358 60.5%	27 51.9%	33 35.1%	113 21.2%	22 33.3%	596 42.2%
Work/school	4 8.5%	4 13.8%	83 14.0%	2 3.8%	6 6.4%	25 4.7%	4 6.1%	128 9.1%
Public library	4 8.5%	4 13.8%	112 18.9%	11 21.2%	6 6.4%	36 6.8%	3 4.5%	176 12.5%
I don't have access to a computer with the Internet	8 17.0%	9 31.0%	99 16.7%	13 25.0%	22 23.4%	264 49.6%	21 31.8%	437 30.9%
I don't know how to use a computer	4 8.5%	4 13.8%	18 3.0%	1 1.9%	27 28.7%	117 22.0%	17 25.8%	192 13.6%
Total	48 102.1%	30 103.4%	670 113.2%	54 103.8%	94 100.0%	555 104.3%	67 101.5%	1529 108.3%

Question 9. The staff at this WIC office use words that I understand.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	35 74.5%	17 58.6%	546 92.2%	44 84.6%	60 63.8%	433 81.4%	46 69.7%	1189 84.2%
Sometimes	9 19.1%	12 41.4%	33 5.6%	7 13.5%	27 28.7%	86 16.2%	19 28.8%	196 13.9%
Never	1 2.1%	0.0%	2 0.3%	1 1.9%	2 2.1%	5 0.9%	0.0%	11 0.8%
Total	45 95.7%	29 100.0%	581 98.1%	52 100.0%	89 94.7%	524 98.5%	65 98.5%	1396 98.9%

Question 10. The staff at this WIC office are helpful.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	42 89.4%	27 93.1%	563 95.1%	49 94.2%	86 91.5%	499 93.8%	61 92.4%	1337 94.7%
Sometimes	2 4.3%	2 6.9%	22 3.7%	1 1.9%	6 6.4%	25 4.7%	3 4.5%	62 4.4%
Never	0.0%	0.0%	2 0.3%	1 1.9%	1 1.1%	1 0.2%	1 1.5%	6 0.4%
Total	44 93.6%	29 100.0%	587 99.2%	51 98.1%	93 98.9%	525 98.7%	65 98.5%	1405 99.5%

Question 11. The cashiers at the WIC store or pharmacy are helpful.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	33 70.2%	19 65.5%	404 68.2%	42 80.8%	50 53.2%	374 70.3%	49 74.2%	978 69.3%
Sometimes	10 21.3%	9 31.0%	165 27.9%	9 17.3%	38 40.4%	136 25.6%	14 21.2%	383 27.1%
Never	0.0%	1 3.4%	10 1.7%	1 1.9%	2 2.1%	11 2.1%	3 4.5%	28 2.0%
Total	43 91.5%	29 100.0%	579 97.8%	52 100.0%	90 95.7%	521 97.9%	66 100.0%	1389 98.4%

Question 12. The store that I shop at has the WIC foods I want.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	29 61.7%	16 55.2%	315 53.2%	38 73.1%	48 51.1%	364 68.4%	44 66.7%	859 60.8%
Sometimes	15 31.9%	11 37.9%	263 44.4%	13 25.0%	40 42.6%	159 29.9%	21 31.8%	528 37.4%
Never	0.0%	1 3.4%	7 1.2%	1 1.9%	1 1.1%	5 0.9%	1 1.5%	16 1.1%
Total	44 93.6%	28 96.6%	585 98.8%	52 100.0%	89 94.7%	528 99.2%	66 100.0%	1403 99.4%

Question 13. I use all the WIC checks I am given.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	41 87.2%	24 82.8%	444 75.0%	49 94.2%	68 72.3%	484 91.0%	54 81.8%	1175 83.2%
Sometimes	4 8.5%	1 3.4%	122 20.6%	2 3.8%	3 3.2%	15 2.8%	7 10.6%	154 10.9%
Never	0.0%	0.0%	3 0.5%	0.0%	0.0%	3 0.6%	0.0%	6 0.4%
Total	45 95.7%	25 86.2%	569 96.1%	51 98.1%	71 75.5%	502 94.4%	61 92.4%	1335 94.5%

Question 13 – Supplemental. If you answered “sometimes” or “never” to the above question (you don’t use all of your WIC checks), would you like to receive fewer checks per month? You would receive the same amount of food you currently receive, only it would be divided up over fewer checks.

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Yes	2 4.3%	2 6.9%	78 13.2%	0.0%	3 3.2%	20 3.8%	3 4.5%	108 7.6%
No	7 14.9%	3 10.3%	71 12.0%	4 7.7%	1 1.1%	36 6.8%	7 10.6%	130 9.2%
Total	9 19.1%	5 17.2%	149 25.2%	4 7.7%	4 4.3%	56 10.5%	10 15.2%	238 16.9%

Question 14. If you don’t use all your WIC food checks, why not? (Circle all that apply).

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
The check expires before I can use it.	1 2.1%	1 3.4%	101 17.1%	3 5.8%	5 5.3%	51 9.6%	18 27.3%	182 12.9%
My checks were lost or stolen.	0.0%	0.0%	19 3.2%	1 1.9%	2 2.1%	16 3.0%	7 10.6%	45 3.2%
Getting to the store is a problem for me.	5 10.6%	7 24.1%	34 5.7%	0.0%	17 18.1%	15 2.8%	11 16.7%	90 6.4%
We don't need all of the food we get on WIC.	0.0%	1 3.4%	25 4.2%	1 1.9%	2 2.1%	7 1.3%	1 1.5%	37 2.6%
I just forget to use the last check.	2 4.3%	0.0%	64 10.8%	3 5.8%	1 1.1%	25 4.7%	7 10.6%	102 7.2%
There are too many checks to use.	1 2.1%	0.0%	21 3.5%	0.0%	0.0%	1 0.2%	1 1.5%	24 1.7%
Total	9 19.1%	9 31.0%	264 44.6%	8 15.4%	27 28.7%	115 21.6%	45 68.2%	480 34.0%

Question 15. Which three things do you like most about the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Information on healthy eating and lifestyle choices	27 57.4%	22 75.9%	387 65.4%	28 53.8%	58 61.7%	326 61.3%	48 72.7%	901 63.8%
Checks for healthy foods	34 72.3%	20 69.0%	461 77.9%	44 84.6%	58 61.7%	289 54.3%	47 71.2%	958 67.8%
Checks for infant formula	24 51.1%	13 44.8%	332 56.1%	24 46.2%	30 31.9%	191 35.9%	22 33.3%	643 45.5%
Breastfeeding support	9 19.1%	2 6.9%	101 17.1%	16 30.8%	6 6.4%	49 9.2%	8 12.1%	192 13.6%
Availability of breast pumps	4 8.5%	1 3.4%	61 10.3%	7 13.5%	5 5.3%	27 5.1%	5 7.6%	113 8.0%
Immunization screening	7 14.9%	1 3.4%	58 9.8%	1 1.9%	8 8.5%	96 18.0%	1 1.5%	176 12.5%
Referrals to health and social services programs	4 8.5%	4 13.8%	59 10.0%	7 13.5%	17 18.1%	75 14.1%	3 4.5%	172 12.2%
Other health services (testing for anemia, lead, family planning)	13 27.7%	5 17.2%	141 23.8%	5 9.6%	24 25.5%	121 22.7%	17 25.8%	327 23.2%
Total	122 259.6%	68 234.5%	1600 270.3%	132 253.8%	206 219.1%	1174 220.7%	151 228.8%	3482 246.6%

Question 16. Which three of the following WIC requirements are the hardest for you?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Keeping appointments	22 46.8%	17 58.6%	235 39.7%	16 30.8%	38 40.4%	168 31.6%	29 43.9%	530 37.5%
Completing forms	18 38.3%	17 58.6%	131 22.1%	17 32.7%	38 40.4%	128 24.1%	27 40.9%	379 26.8%
Getting height, weight, and blood samples	4 8.5%	3 10.3%	113 19.1%	4 7.7%	11 11.7%	59 11.1%	8 12.1%	203 14.4%
Attending nutrition education sessions	10 21.3%	4 13.8%	202 34.1%	10 19.2%	13 13.8%	118 22.2%	19 28.8%	378 26.8%
Bringing in proof of income, identity and residency	6 12.8%	1 3.4%	124 20.9%	7 13.5%	8 8.5%	102 19.2%	11 16.7%	261 18.5%
Bringing in my children	13 27.7%	19 65.5%	257 43.4%	18 34.6%	43 45.7%	95 17.9%	26 39.4%	472 33.4%
Total	73 155.3%	61 210.3%	1062 179.4%	72 138.5%	151 160.6%	670 125.9%	120 181.8%	2223 157.4%

Question 17. What changes have you and your family made because you started coming to WIC? (Circle all that apply).

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Eat more fruits and vegetables	37 78.7%	17 58.6%	422 71.3%	33 63.5%	51 54.3%	322 60.5%	40 60.6%	931 65.9%
Eat more iron-rich foods	13 27.7%	9 31.0%	152 25.7%	22 42.3%	24 25.5%	154 28.9%	18 27.3%	399 28.3%
Eat fewer high fat foods	13 27.7%	5 17.2%	145 24.5%	14 26.9%	22 23.4%	181 34.0%	20 30.3%	404 28.6%
Eat less super-sized portions	6 12.8%	7 24.1%	108 18.2%	3 5.8%	19 20.2%	76 14.3%	8 12.1%	229 16.2%
Drink less sodas and sweetened drinks	17 36.2%	9 31.0%	242 40.9%	17 32.7%	23 24.5%	154 28.9%	20 30.3%	486 34.4%
Breastfed my baby longer	4 8.5%	4 13.8%	66 11.1%	8 15.4%	16 17.0%	58 10.9%	16 24.2%	173 12.3%
Decreased/quit smoking	3 6.4%	2 6.9%	83 14.0%	0.0%	3 3.2%	23 4.3%	12 18.2%	129 9.1%
Watch less TV and play less video games	5 10.6%	2 6.9%	66 11.1%	2 3.8%	5 5.3%	69 13.0%	16 24.2%	165 11.7%
Do more physical activities	12 25.5%	7 24.1%	119 20.1%	8 15.4%	32 34.0%	120 22.6%	19 28.8%	321 22.7%
Spend more time eating as a family at the table	7 14.9%	4 13.8%	143 24.2%	4 7.7%	16 17.0%	97 18.2%	10 15.2%	284 20.1%
Give juice to my baby in a cup, not in a bottle	12 25.5%	6 20.7%	111 18.8%	8 15.4%	19 20.2%	118 22.2%	15 22.7%	290 20.5%
Got my children's shots	6 12.8%	2 6.9%	48 8.1%	4 7.7%	6 6.4%	90 16.9%	10 15.2%	171 12.1%
No changes were needed	4 8.5%	2 6.9%	66 11.1%	3 5.8%	4 4.3%	33 6.2%	7 10.6%	119 8.4%
No changes were made	2 4.3%	5 17.2%	23 3.9%	3 5.8%	15 16.0%	45 8.5%	14 21.2%	107 7.6%
Total	141 300.0%	81 279.3%	1794 303.0%	129 248.1%	255 271.3%	1540 289.5%	225 340.9%	4208 298.0%

Question 18. How would you rate the services you receive from the WIC program?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Excellent	33 70.2%	13 44.8%	438 74.0%	46 88.5%	47 50.0%	377 70.9%	41 62.1%	1002 71.0%
Good	12 25.5%	11 37.9%	134 22.6%	5 9.6%	24 25.5%	116 21.8%	18 27.3%	324 22.9%
Fair	1 2.1%	0.0%	7 1.2%	0.0%	0.0%	10 1.9%	1 1.5%	19 1.3%
Poor	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total	46 97.9%	24 82.8%	579 97.8%	51 98.1%	71 75.5%	503 94.5%	60 90.9%	1345 95.3%

Question 19. Is English your first language? (If yes, skip No. 20 and 21.)

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Yes	2 4.3%	3 10.3%	540 91.2%	4 7.7%	10 10.6%	26 4.9%	10 15.2%	600 42.5%
No	44 93.6%	22 75.9%	39 6.6%	47 90.4%	61 64.9%	480 90.2%	54 81.8%	753 53.3%
Total	46 97.9%	25 86.2%	579 97.8%	51 98.1%	71 75.5%	506 95.1%	64 97.0%	1353 95.8%

Question 20. How well do you speak English?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
I speak English just as well as my first language.	8 17.0%	1 3.4%	17 2.9%	17 32.7%	4 4.3%	39 7.3%	12 18.2%	98 6.9%
I speak English well, but not as well as my first language.	10 21.3%	7 24.1%	16 2.7%	14 26.9%	15 16.0%	57 10.7%	8 12.1%	127 9.0%
I speak some English.	23 48.9%	13 44.8%	6 1.0%	13 25.0%	36 38.3%	215 40.4%	29 43.9%	338 23.9%
I do not speak any English.	3 6.4%	2 6.9%	1 0.2%	3 5.8%	6 6.4%	175 32.9%	12 18.2%	205 14.5%
Total	44 93.6%	23 79.3%	40 6.8%	47 90.4%	61 64.9%	486 91.4%	61 92.4%	768 54.4%

Question 21. How often do you need an interpreter when you come to the WIC office?

	Arabic	Bosnian	English	Russian	Somali	Spanish	Vietnamese	Total
Always	5 10.6%	7 24.1%	3 0.5%	8 15.4%	19 20.2%	217 40.8%	30 45.5%	292 20.7%
Sometimes	21 44.7%	13 44.8%	9 1.5%	7 13.5%	31 33.0%	155 29.1%	21 31.8%	259 18.3%
Never	16 34.0%	3 10.3%	29 4.9%	31 59.6%	11 11.7%	109 20.5%	10 15.2%	210 14.9%
Total	42 89.4%	23 79.3%	41 6.9%	46 88.5%	61 64.9%	481 90.4%	61 92.4%	761 53.9%

Appendix 5. Charts by Individual Languages

